



# Heena Sharma

## Senior Network Consulting Engineer

7 years of work-ex in Network Consulting Engineer role, enjoy creative problem-solving and getting exposure to multiple data science, machine learning and NLP projects to automate existing Cisco manual work

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## EMPLOYMENT

### Senior Network Consulting Engineer Cisco Systems India

12/2015 - Present

Bangalore, Karnataka India

#### Tasks

- Being part of BCS team, I have been handling multiple customers of the different regions like APJC, EMEAR and Americas. Currently handling Telefonica Digital and Video
- Part of AI-ML virtual team where we discuss ideas and plan to automate existing BCS manual work

## PROJECTS

### ML/NLP powered DDTS comments Summarization in Cisco tools (03/2019 - 10/2019)

- Proactive Software recommendation report is the major deliverable offered by Cisco to its BCS customers, which caters to \$1.7+ Billion in revenue. This project aims at reducing time to deliver per report per NCE significantly by using AI-ML/NLP techniques. Hence, NCEs have to spend 4-5 hours less per project.

### Nexus Devices Health Check (02/2016 - 08/2016)

- BCS Customers need a weekly report for devices health to ensure all devices are healthy. This project automates the process of manually analysing a list of show commands outputs and flag whenever there is any issue. Hence saving the manual effort of NCEs.

### CAFE: Cisco Accelerated Feature Engine (05/2020 - Present)

- One tool to refer for all the config and feature-related searches for the Cisco Products. Using python script and web scraping of release notes and configuration guide to show the supported/unsupported features, sub-features and configuration for release and platform combo. Saves 30% per project time.

### ASK RICHIE- Bot (01/2021 - Present)

- Helps Cisco resources to respond to any query across all Customers. A context-aware digital assistant (RASA chatbot) powered by CX intellectual capital (ICs) using Natural Language Understanding and Machine Learning technologies to leverage machine consumable IC's via various APIs/Data sources that Cisco CX teams use.

## EDUCATION

### M.Tech - Data Science IIIT Bangalore

07/2013 - 07/2015

Bangalore, India

### B.Tech - Computer Science UPTU Ghaziabad

07/2008 - 07/2012

Ghaziabad India

## SKILLS

Machine Learning

Data Science

Python

pySpark

Natural Language Processing

Mathematics

Automation

Toastmasters club member-L1

## AWARDS

### Cisco APJC innovation challenge (02/2020 - Present)

Won 1st prize for project ML-NLP powered DDTS comments summarization

### Cisco Best of We Award (08/2020 - Present)

Won 1st prize for NLP based project to do DDTS comments summarization.

### Techinox Award (02/2017 - Present)

Won techinox award for Nexus Devices Health Check tool automation using python script.

### CAFE: Cisco Accelerated Feature Engine - Innovate Everywhere (10/2020 - Present)

Automating the manual task of collecting data from multiple locations using web scraping and python scripting

### Cisco Best of We Award (02/2022 - Present)

Won 1st prize for ASK Richie Rasa chatbot using python

## CERTIFICATES

CCNA - R&S, CCNP R&S, Devnet Associate

Ambassador of Data Science

Yoga Certification from sri-sri school of yoga