

Ishu Srivastava

PMP Certified Professional

Dynamic and results-driven professional with a focus on technical project management and data science. Seeking opportunities in Noida or Delhi/NCR region to leverage expertise in project management practices and hands-on technical skills.

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PROFILE SUMMARY

- **Offering expertise of over 14 years with consistent track record of progression**, repeatedly achieving goals and producing immediate improvements:
 - 3 Years in Data Science & Analytics
 - 11 Years in Banking IT-Infrastructure
- Developed process walkthroughs, identified use cases & planned and executed short and long-term strategies for the corporate BI/analytics program to ensure the effective delivery of information that meets current and future requirements.
- Collaborated with Key Line of Businesses (LOB) and technology stakeholders in product, engineering, operations, finance, and sales to define and build data-informed business strategy and roadmap.
- Implemented robust processes and governance frameworks while enhancing delivery capabilities.
- Consistently contributed to the improvement of business KPIs, including Customer Satisfaction (CSAT), Net Promoter Score (NPS), and Average Handling Time (AHT), by analyzing data and providing root cause analysis and recommendations.
- A project planner with expertise in planning, executing and spearheading various projects involving compliance to quality and standards.
- **Success in end-to-end perfection** across Service Design, Operations, Transition & Project Management with excellence in managing issues that could impact end-to-end delivery operations; performing root-cause analysis for remedying technical difficulties and providing leadership/direction.
- **Targeted Technology Solutions:** Design & deliver solutions that remedy core business issues and position the organization to reach the next level of profitability through technology introduction.
- Knowledge and experience in developing and implementing **predictive analytics solutions** through classical and **Machine Learning Techniques**.
- Administered requirements gathering, collated project functional and technical requirements; followed-up with clients throughout the project lifecycle to ensure full understanding of needs and concerns.
- Proved excellence in **continuously evolving technology, communicating data findings to both technology leaders and business managers** to help organization meet business challenges.



CORE COMPETENCIES



Data Science/ Integration & Visualization



Deep Learning Architectures and Techniques



Project Planning & Execution



Statistical Analysis/ Predictive Modelling



Requirement Gathering & Analysis



Agile Practitioner



Market Trends Analysis



Risk Assessment & Mitigation



Team Building, Mentoring & Leadership



SOFT SKILLS



EDUCATION



2021: M.Sc.(Data Science) from Liverpool John Moores University



2020: PG Diploma in Data Science from IIIT Bangalore



2005: B.Tech.(Computer Science) from IIMT Engineering College



RESEARCH PROJECTS

- Global Solar Radiation Prediction using Facebook Prophet Time Series Forecasting Model with Additional Regressors



PERSONAL DETAILS

- **Visa Status:** Valid H1B Visa
Open for onsite opportunities



KEY GENERATIVE AI/ DATA SCIENCE PROJECTS

- Document Bases Question Answer BOT
- Identifying the customers Who may respond positively to a Campaign for Fixed deposits
- Predict fraudulent credit card transactions with the help of machine learning models
- Analyzing and identifying the features of the customer for approving or rejecting Loan request

IT SKILLS

- **Frameworks and LLMs:** Langchain, Hugging Face, OpenAI, Azure Open AI
- **Pretrained Models:** hkunlp/instructor-xl, WhereIsAI/UAE-Large-V1, llama-2-7b-chat.Q5_0.gguf
- **Vector Stores:** FAISS, Chromadb
- **Data Science**
- **Python packages:** Pandas, NumPy, sklearn, SciPy, Seaborn, Matplotlib
- **ML/DL Techniques:** Linear Regression, Logistic Regression, Ridge and Lasso Regression, K-means, Hierarchical Clustering, KNN, Decision Tree, Random Forest.
- **Languages and Tools:** Python, Hive, PL-SQL, T-SQL, Sybase, Tableau, Perl, Shell Scripting
- **Other Tools:** IBM Watson Studio, Google Collab, Anaconda, Jira, GitHub, Autosys
- **Database Management:** SAP ASE, Replication Server, SAP IQ

WORK EXPERIENCE

Sep'21-Present: Genpact, Noida as Senior Principal Consultant

Roles:

- Providing recommendations and action items based on the analysis; identifying gaps and issues in the text categorization tool and making suggestions for improvements.
- Interacting with the client, understanding the requirement, and delivering the solution to meet the requirement.
- Ensuring proper alignment of analytics with strategic business initiatives encompassing understanding of omni channel behavior.
- Evaluating data findings to communicate findings in a clear, structured manner; developing cordial relations with stakeholders and rendered guidance.
- Providing technology vision and publishing technology business plans in support of corporate objectives for company; collaborating with business heads to ensure deliverables solutions were in-line with business requirements.
- Suggesting technology-based solutions for enhancing functional efficiency, achieving business excellence, managing risks and planned for contingencies to ensure minimal effect on deliverables.
- Loading data from various data sources and reviewed / suggesting suitable improvements in data models; enforcing data modelling standards, best practices in the design.
- Devising innovative business solutions to improve revenue, quality and product performance and reduced cost by leveraging combination of domain knowledge, **Data Science & Data Engineering Skills**.

Jan'17-Aug'21: IBM India Private Limited, Noida as Database Administrator (SME)

Roles:

- Worked as a Subject Matter Expert in the Sybase DBA domain and was responsible to manage and solve the production server issues.
- Spearheaded the implementation of advanced database security protocols and disaster recovery strategies to safeguard critical data assets and mitigate potential risks.
- Innovated database architecture and scalability solutions, enhancing system efficiency and accommodating growing organizational needs.
- Provided expert guidance and support to cross-functional teams on database-related matters, fostering collaboration and knowledge sharing across departments.
- Streamlined database processes and workflows, leveraging automation tools to reduce manual effort and improve overall productivity.
- Conducted comprehensive performance evaluations and diagnostic assessments to identify areas for improvement and implement optimization strategies accordingly.
- Played a pivotal role in ensuring regulatory compliance and data integrity by implementing rigorous data governance policies and procedures.
- Collaborated closely with stakeholders to define and prioritize database requirements, aligning technical solutions with business objectives and goals.

PREVIOUS WORK EXPERIENCE

Nov'13-Jan'16: Genpact, Noida as Principal Consultant

Nov'12-Nov'13: IBM India Private Limited, Noida as Database Administrator

Nov'09-Nov'12: HCL Technologies, Noida as Database Administrator

Sep'07-Oct'09: 3i-Infotech, Mumbai as Database Administrator