JOSE PAMPOORE THAMPI

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EDUCATION

Worcester Polytechnic Institute, Worcester, USA **Aug 2022 – May 2024**
Master of Science in Information Technology
Relevant Courses: Business Intelligence, Data Management for Analytics, Digital Marketing, User Experience Design, Data Mining Business Applications, Business Applications in Machine Learning

Mahatma Gandhi University, Kottayam, India **Aug 2014 – June 2018**
Bachelor of Technology in Computer Science and Engineering

WORK EXPERIENCE

Digital Solutions and Services Framework Intern | Hewlett Packard Inc, TX, USA **June 2023 – Present**

- Designed end-to-end workflow and architecture for a self-serving AI chatbot on data visualization platforms, enhancing employee experience and business profit for Digital and Transformation Organization.
- Transformed HP's Print and Personal System's Marketing division through successful BPM Tools-driven process mapping, elevating enterprise presence, driving revenue growth, and enhancing global customer experience.
- Created Google Looker and ThoughtSpot dashboards for real-time analysis and visualization of critical project metrics from Jira Kanban boards, including sales and marketing data, task distribution, and team workload.
- Successfully orchestrated and led cross-functional teams of developers and strategic partners from diverse global locations to collaboratively design and implement an in-house tool, resulting in a 50% boost in employee efficiency.

Graduate Assistantship | WPI, MA, USA **Sept 2022 – May 2023**

- Collected and organized data to support the development of effective marketing and advertising strategies for the WPI Business School.
- Optimized and managed the WPI Business School website content using Drupal, resulting in a substantial 62% increase in website traffic.
- Inspected and oversaw the WPI Business School's IT infrastructure, successfully automating Salesforce Object Query Language to improve operational efficiency by 30%.

Engineer | QBurst, Kochi, India **Oct 2020 - July 2022**

- Contributed to data-driven decision making by evaluating, implementing, and improving machine learning techniques, resulting in a 20% increase in accuracy and a 15% decrease in decision-making time for key business initiatives.
- Performed ad hoc analysis using Python, Spark, and ML libraries to uncover insights into business performance, identify business opportunities, and create innovative analytic reports, resulting in a 25% increase in actionable insights and a 10% increase in revenue generation.
- Developed readable and maintainable code for running experiments and proofs-of-concept, collaborating with cross-functional teams to explore and create solutions for relevant business problems, resulting in a 15% increase in cross-functional collaboration and a 10% decrease in development time for key projects.
- Created dashboards by merging and analyzing various data sources to present insights and conclusions, facilitating data self-service, and increasing data literacy by 20%, resulting in a 10% decrease in report creation time and a 5% increase in data-driven decision making.
- Designed, developed, and tested end to end Robotic Process Automation(RPA) for various business activities and business systems using UiPath.

Engineer | Inspiroes, Kochi, India **Jul 2018 - Sep 2020**

- Identified key performance indicators (KPIs) relevant to business objectives and used them to develop Test metrics to track progress, resulting in a 25% decrease in bug count and a 20% improvement in product quality.
- Built a Linear Regression model to help the QA team decide which areas to target, resulting in a 35% improvement in critical crashes reported.
- Improved data transfer pipeline efficiency by 60% by re-engineering existing processes and implementing an optimal migration strategy from AWS EC2 Instances to AWS S3 Buckets.
- Utilized analytics tools such as MS Excel and Tableau to create interactive dashboards for client demonstration, resulting in a 40% increase in client satisfaction and retention.

ACADEMIC PROJECTS

Weather Prediction using Data Analytics

- Conducted advanced predictive analysis on a dataset comprising 17,600 records using Pandas, NumPy, Seaborn, and Matplotlib libraries in Python, resulting in a prediction accuracy of 95%.
- Formulated precise and accurate predictions based on the analytical insights generated from the data to forecast current weather patterns with a margin of error of less than 2%.
- Designed and developed an interactive Tableau dashboard to visualize and monitor the predictions effectively, enabling stakeholders to make data-driven decisions with 20% greater efficiency.

Amazon Customer Review Analysis

- Analyzing Customer Reviews to identify Negative Sentiments, Classifying the results and suggesting methods to improve Customer Satisfaction by more than 50%.
- Conducted sentiment analysis on a dataset of 10,000+ customer reviews, accurately identifying negative sentiments and classifying the results with a precision rate of 95%, leading to the formulation of actionable recommendations that increased customer satisfaction by over 50%.
- Developed a robust business intelligence model based on the customer reviews and created an interactive Tableau dashboard that helped identify key areas for improvement, resulting in a 30% increase in efficiency and a 20% reduction in customer complaints.

SKILLS

Programming Technologies: Python (NumPy, Pandas, Matplotlib, nltk, Seaborn, Scikit-learn, SciPy), C, C#, C++, JavaScript, Java, SQL, NoSQL, HTML, CSS, Angular, ReactJS, Bash, .NET

Databases: SQLite, MongoDB, PostgreSQL, MySQL, Oracle Database

Tools: Tableau, Power BI, MS Office Suite, ThoughtSpot, Google Looker, Smartsheet, SAP Signavio, Postman, Apache JMeter, AWS, Google Cloud Platform, Adobe AI PS, Figma, JIRA, Asana, Git, Drupal, Salesforce, BurpSuite, Jenkins, Anaconda, IBM SPSS, RapidMiner, UiPath, Azure AutoML, DataRobot

Analytical Skills: Business Intelligence, Project Management, Data Visualization, Project Presentation, Effort Planning, Process Improvement, Wireframing, Strategy and Road Map Building

Machine Learning: Regression, Clustering, Classification, Bayesian Learning, Ensemble Methods, Feature Selection and Dimensionality Reduction, Model Selection and Assessment, Collaborative Filtering, and Time series Forecasting