

APPLYING FOR - DATA SCIENTIST - ARTIFICIAL INTELLIGENCE

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Professional Summary

Emerging Data Scientist with a strong foundation in problem-solving, data handling, and communication, backed by 5+ years of experience in customer service and account management.

Currently up-skilling in Python, machine learning, and prompt engineering through hands-on projects and formal online training.

Demonstrated ability to apply AI concepts in real-world contexts with a focus on building intelligent systems and automation.

Completed a simulation involving creating data visualizations for Tata Consultancy Services.

Eager to contribute to dynamic teams solving impactful challenges using AI technologies.

Core Skills

- Python
- Libraries- Numpy, Pandas, Seaborn, Scikit-learn, OpenCV TensorFlow, PyTorch
- Neural network and deep learning
- Natural Language Processing (NLP)
- Tools- Hugging Face, LangChain in NLP/LLMs

- Data Analysis & Querying (SQL)
- Generative AI Tools (ChatGPT, Grok, Gemini, Glade)
- Feature Engineering
- Computer Vision -Image processing, Object Detection, Feature Extraction.
- Data Cleaning, Classification and Regression.
- Tableau
- Generative AI & ChatGPT Applications
- Prompt Engineering for LLMs
- Communication & Collaboration
- Problem-Solving & Critical Thinking
- Strong Written & Verbal Communication
- Customer Experience Strategy
- Customer Relationship Management
- Multi Tasking and Time Management
- Financial Reporting
- Team Collaboration
- Analytics and Insights.
- Data Analysis and Presentation.
- Data Visualization

Education & Certifications:

**Post Graduate Program in Artificial Intelligence and Machine Learning
from the University of Texas, Austin 2025 (Completing on June 2025)**

Tata Group Data Visualization Certificate.

Empowering Business with Effective Insights May 2025.

- Completed a simulation involving creating data visualizations for Tata Consultancy Services
- Prepared questions for a meeting with client senior leadership
- Created visuals for data analysis to help executives with effective decision making

British Airways Data Science Job Simulation on Forage - June 2025

- Completed a simulation focussing on how data science is a critical component of British Airways' success.
- Scraped and analysed customer review data to uncover findings.
- Built a predictive model to understand factors that influence buying behaviour.

Certificate of 5-Day Gen AI Intensive course with Kaggle.

IBM training Certificate– A Framework for Deploying AI in your Enterprise– 2024.

IBM training Certificate– Artificial Intelligence Fundamentals–2024.

Certificate for "Excellence in Driving Performance" from Amazon.

Recognized with "Excellence & Support" award for outstanding contributions.

Post Graduate in commerce from Berhampur university, Odisha 2000

Projects

University Directed Projects | 2024–Present

- Built a Face Detection model for movie scenes & screenshots using computer vision techniques.
- Stock Market News Sentiment Analysis and Summarization using NLP skills.
- Built a Predictive Modeling for Aviation and Automotive industries- predicting flight and Used Car Prices Using Neural Networks.
- **Sales Trend Prediction:** Developed a machine learning model in Python to improve sales forecasting accuracy by 15%, utilizing regression analysis and data visualization.
- **Crime Data Analysis for Los Angeles:** Used SQL to uncover high-crime zones and peak times. Provided actionable insights for city-level safety strategy presentations, simulating a real-world business intelligence environment. Conducted SQL-based crime data analysis to derive insights and trends.
- **Predicting Customer Interest in Wellness Tourism:** Applied ensemble techniques for predictive modeling, feature engineering, and model tuning.
- Certified for completion of 5-Day Gen AI Intensive course with Kaggle.
- Built prompt templates for customer service automation and document analysis.

Professional Experience

Customer Service Associate Amazon | 2017 – 2018

- Delivered top-tier exceptional support to 50+ global customers resolving queries.
- Collaborated with support teams to escalate system-level issues and improve customer satisfaction.

- Documented and analyzed customer feedback trends to support internal process improvements.
- Applied empathy, problem-solving techniques in high-pressure situations.
- Created reusable response templates that reduced response time by 20%.
- Gained insights into AI-driven support tools, contributing ideas to improve automated workflows.
- Awarded "Excellence in Driving Performance" for outstanding service.

Accounts Manager

National Housing Development Organization, India | 2016– 2017

- Managed financial records, reconciled statements, and prepared monthly and annual reports.
- Coordinated with internal departments and auditors to ensure timely and accurate documentation.
- Used Excel to create dynamic dashboards for tracking project expenditures and revenue.
- Supervised a team of 3 junior accountants and led process improvements in budgeting and reporting.
- Collaborated across departments to ensure compliance and accuracy in fund management.

Accounts Assistant

Gurman Enterprises, Delhi, India — Jan 2012 – Dec 2015

- Maintained detailed financial records and reconciled bank statements for accuracy.

- Assisted with invoice processing and financial reporting.
- Implemented cost-reduction strategies to enhance efficiency.

Additional Information

- **Energetic Women of 48 transitioning in AI, eager to be a valuable asset in your workplace.**
- **Former finance professional now passionate about leveraging AI and analytics to uncover business insights. Combining years of stakeholder collaboration with new-age tools like Python and Power BI to support data-informed decision making.**
- **Passionate to learn and work.**
- **6-year career break taken for personal responsibilities.**
- **Returned with renewed focus and passion for data, backed by ongoing AI/ML certifications and hands-on projects. – now actively up-skilling in AI**
- **Strong interest in ethical AI use, inclusive design, and leveraging AI for public benefit**
- **Open to remote, hybrid, or onsite role.**