Kapish Luhariwala

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Profile Summary

Results-driven AI Scientist/Data Scientist with 3 years of experience in designing and deploying scalable AI solutions that enhance efficiency, accuracy, and revenue growth. Adept at leveraging Python, SQL, ML, and NLP to develop predictive models, streamline operational processes using AI, and enable real-time insights extraction. Strong problem-solving and collaboration skills to drive impactful business outcomes.

Experience

Verizon, Engineer II - Data Scientist — July, 2022 - Present

- Drove **$13M in revenue** by delivering AI-powered **forecasting solutions** that enhanced **capacity planning and resource distribution** across customer support operations.
- Achieved **$4M in operational savings** by implementing **generative AI systems** that streamlined agent guidance and **reduced repeat customer interactions**.
- Supported enterprise-wide automation strategies that contributed to **$50M in revenue** through intelligent **call intent prediction and IVR optimization**.
- Increased **customer retention by 13%** among high-risk customers through a **deep learning–based recommendation system** that enabled targeted marketing interventions.
- Engineered and implemented scalable data intelligence frameworks to optimize system performance, enhancing strategic decision intelligence and **achieving $3M in cost savings**.

Projects

AI model building

- **Predictive Model**: Developed a call capacity forecasting model leveraging **ARIMA** and **stacked models**, **achieving 89% forecasting accuracy**. Optimized call routing and enhanced load balancing, reducing response time and **improving efficiency by 14%**.
- **Generative Model**: Developed a chatbot-based agent guidance system using **Retrieval-Augmented Generation (RAG)**, enhancing customer support, **reducing repeat calls by 11%**, and **lowering churn by 5%**.
- **Intent Prediction Model**: **Fine-tuned the DistilBERT** model to predict customer call intent from transcripts, **achieving 70% accuracy**. Enhanced Interactive Voice Response (IVR)-driven customer interactions, **improving customer experience and reducing resolution time by 30%** by providing intent insights to customer representatives.
- **Recommendation Model**: Developed a **deep learning–based recommendation system** to suggest optimal plan offers to high-risk churn customers, enabling marketing and customer success teams to drive targeted retention strategies, **improving retention and reducing churn likelihood**. To prepare the data, transformed raw behavioral logs into model-interpretable features by applying advanced NLP techniques—leveraging a **paraphrase model** to encode sequential customer page visits into meaningful vector representations.

Data-Driven Solutions

- Designed and implemented a scalable user interaction repository integrating **15+ systems**, facilitating real-time data synthesis and insights generation. Applied advanced data refinement and transformation pipelines techniques such as **missing value imputation, outlier detection, and normalization**, improving ML model inferencing accuracy.
- Applied predictive variable enhancement techniques, including **lag variables, rolling averages, and categorical encoding**, to optimize customer call volume predictions, **improving forecasting accuracy by 3-5%**.

Skills

Data structures and Algorithms, Python, SQL, C++, Machine Learning, Deep Learning, Natural Language Processing (NLP), Gitlab, Docker, Pandas, Numpy, Statistics, PySpark, Data visualization (Matplotlib, Seaborn, Plotly), Tensorflow, pytorch lightning, LangChain, LangGraph, LangSmith, Hugging Face, GCP, Looker.

Technical Certifications

- Professional Machine Learning Engineer by Google Cloud — Valid till June 23, 2026
- NVIDIA-Certified Associate: Generative AI LLMs by NVIDIA — Valid till Nov 10, 2026

Education

National Institute of Technology, Durgapur — 2018 - 2022
Bachelor of Technology, Electrical Engineering | CGPA: 8.06/10.0

Achievements

- **Generative AI Hackathon** – Won 1st place by optimizing Scaled Agile Framework (SAFe) Agile workflows using AI-driven automation. Led the design of structured problem statements, developed prompt templates, and designed the architecture to streamline Agile processes. Effectively demonstrated the impact of the solution through a presentation to senior executives.
- **Spotlight Award** – Recognized for accountability and exceptional innovation that significantly improved workflow efficiency.