

## SUMMARY

- 12 years of experience with Data Engineering, Analytics, Business Intelligence, Data Visualization, Data Management Machine learning applications .
- Experience working & building partnerships with architects, data scientists, UI engineers, project teams and business for translating ideas & requirements to concrete Analytics and BI programs.
- Experience in providing data architecture guidance in alignment with strategic enterprise roadmaps.
- Listener - encourage feedback and innovative ideas from team members.
- Experience in architecting solutions in AWS. (Certified AWS Solutions Architect)

## WORK HISTORY

### SUPPORT.COM

MAR 2018 - PRESENT

#### Engineering Manager

- Built roadmap to outline the vision for next 9-12 months for guiding the team to meet the needs of data engineering customers.
- Designed a React based web application which presents interactive support content that dynamically responds to consumer context, yielding a personalized experience for each user.
- Architect and build data infrastructure to route data through our stack and into data warehouse.
- Worked with customers to understand the data needs, designed data lake in s3 (AWS Redshift Spectrum, Redshift) to serve reporting needs.
- Worked with Apache airflow, Apache Superset extensively to get data pipelines, data visualizations in place.
- Data is pushed to s3 and then to redshift data warehouse using Apache airflow jobs. Extensively worked in airflow from dev to production deployment. Trained the data engineers to use the data pipelines and established processes to implement CI/CD with DAGs.
- Coming up with data management standards, coding guidelines.
- Hired and scaled data team from 1 to 6 in a span of 9 months. Mentor and Coach software, data engineers.
- Implemented Customer 360 with Segment to get customer insights and to enable predictive analytics.
- Worked closely with product management to build new subscription management, purchasing and trial conversion features.
- Evaluating and building prototypes before proposing solutions to senior management. Got funded for 3 major projects leading our team to scale up.
- Proposed and built a real time solution to identify emotion (positive, negative, neutral) from an audio file (customer to call center agent conversation) using machine learning. This opened up path for various cost reduction activities using AI/ML.
- Working on building an AI Chatbot to offer 24x7 customer service and reduce the number of inquiries reaching the support team.
- Acting as an Architect when needed, project manager while dealing with multiple projects, engineer when there is a need to dig in deep, a mentor when guiding the team.

### GRABANGO

JUN 2017 - MAR 2018

#### Lead Data Engineer

- Worked with large volumes of user traffic data in stores, user behaviors, and transactions.
- Extracted patterns from large data sets and transform data to drive business decisions and also to drive product design.
- Supported data-mining and machine learning algorithms using disparate data sources.
- Extensively worked with OpenCV algorithms to identify motion in the video streams.
- Worked with Tensorflow image classification, recognition used in product recognition.
- Led the data ingestion pipeline project which streams data from various cameras, identifies motion in video chunks and associates it with face detection using ML algorithms.
- Automated workflows such as batch processing jobs, application failure alerts, anomaly detection systems to enhance working efficiency of the systems.
- Designed and created master, transactional schema in Postgres for gVis web application which helped in creating demo of the product in a short span of time.
- Created 20+ REST APIs using Flask. Packaged, Deployed in Kubernetes/Jenkins environment. Tested the REST API using Swagger and created documentation for the same.
- Mentor and Recruit junior engineers.

Data and Analytics Lead

- Provided high level architecture and roadmap activities from Enterprise/EDW to Big data platform.
- Collaborated with business units (Finance, Marketing) to create tools (reports, dashboards, alerts) that identify trends in data.
- Moved away from point to point integrations by exposing useful data through RESTful API. Presented an anti-pattern before the Architecture council to enable Pattern Rationalization and Domain eventing. Got it approved with higher management and Created BUS architecture with PUB/SUB pattern to implement Change Data Capture.
- Designed and implemented framework for Enterprise Data Lake in AWS Cloud. Envisioned and executed strategy to migrate legacy on-premise Enterprise Data Warehouse to AWS Cloud. Presented to various Business Units on the value it adds and designed framework to move data from multiple Lines of Business to Cloud.
- Designed and built data products to drive strategy for multiple engineering teams and cross functional teams.
- Developed 30+ REST APIs using Django for HR analytics web application. CI/CD tools used are GitHub, Jenkins, Docker.
- Enabled realtime operational reporting capabilities by establishing realtime data ingestion into data lakes using combination of Python, Spark Streaming and data ingestion tools.
- Created single page web applications using Angular.js.
- Designed and created AWS Data pipelines for Clickstream marketing application. Data is collected from weblogs and is processed further to load to staging and then loaded to AWS Redshift. Tableau dashboards created on top of this data enabled the marketing group to derive useful insights.

BI & Analytics Lead

- Developed predictive analytics and forecast models to help business groups gain deeper insights on existing data and information, improve business performance, and shape the future of the company.
- Enabled analytics to leverage operational and medical equipment usage data combined with external economic data, population demographic trends and health trends, to more accurately plan for future investments.
- Reference architecture for creating a 360-degree view of the customer through multi-channel data integration into Hadoop HDFS for dynamic customer segmentation and targeting analytics.
- Defined data integration, reporting, data modeling standards, processes and best practices. And governed the application projects to ensure the implementation of established standards.
- Performed analytic algorithm prototypes for outlier detection in security logs and db logs.
- Designed hadoop solution to ingest, standardize and enrich machine logs and enabled data scientists to build analytic algorithms and applications on top of this data.
- Performed architecture redesign of BI platform running 60+ dashboards that improving availability, scalability and performance to accommodate high-volume data

BI Consultant

- Designed, developed and supported mission-critical data integration of many different data sources and applications related to billing and external facing systems in distributed Service-Oriented environment.
- Designed, developed and supported several BOBJ reports for Bookings, Billings, Backlog and Shipments using the Oracle Data warehouse. Used daily by sales and finance in reporting sales and shipments.
- Frontline support of 24x7x365 data operations on the Core Data Warehouse Team, which processes extremely sensitive information (Banking).
- Assist in the creation of new tools for automating internal processes to increase scalability and improve the efficiency of customer acquisition and implementation.

SKILLS

Programming	Python, SQL, Scala, HiveQL
Cloud Computing	AWS Stack
Bigdata Stack	Hadoop, Kafka, Spark
NoSQL	DynamoDB , HBase
Frameworks	Django, Angular, Node
ETL/ELT	SnapLogic, Talend, Informatica
Visualization	Tableau, Qlik, BOBJ
Workflow Tools	Luigi, Airflow