ketan.kishore31@gmail.com

+91 7488391342

House No. 4098, Sector – 4/F, Bokaro Steel City, Jharkhand - 827004

Proficiencies

Generative AI/LLM	★★★★
Machine Learning	★★★★
Deep Learning	★★★★
Py-Spark	★★★★
Python	★★★★
ML-Ops/LLM-Ops	★★★
SQL	★★★
Flask	★★★
Tableau	★★
Docker	★★
NoSQL / MongoDB	★★
Web Crawling	★★
Automation	★★
Adobe Analytics	★★

Ketan Kishore

An enthusiastic & high energy driven professional, targeting challenging assignments as a **Data Scientist** with an organization of high repute.
GitHub Repo: https://github.com/ketankishore27
Docker Hub Repo: https://hub.docker.com/u/ketankishore27
LinkedIn: https://www.linkedin.com/in/ketan-kishore-b89643150/

PROFILE SUMMARY

- Goal-oriented professional with experience in **Insurance**, **Banking**, and **Telecom** domains.
- Skilled in **Predictive Modeling** using **Supervised** and **Unsupervised Learning**
- Experienced in **Text Analytics** using **NLP, LLM** and **Generative AI**
- Exposure to Cloud services like **AWS** and **Azure**
- Proficient in working with **Distributed Framework** for scalable **Analytics and Modelling**

PROJECTS

T-Systems India Pvt Ltd — Apr'21 – Present

Client: Deutsche Telekom (Germany)
Project: Common Service Desk
Tools: Open-AI, GPT, Text Embeddings, Prompt Engineering, Docker, Flask, Evaluation, Analytics/Troubleshooting, Git, Python

- Integrated OpenAI backend to Service Desk chatbot
- Designed and implemented Agentic architecture alongside Retrieval Augmented Generation.
- Fine-tuned model responses for flow retrieval using text embeddings to enhance accuracy.
- Created APIs for real-time AI model integration.
- Analysis for incorrect responses from the chatbot.
- Partnered with stakeholders to define clear project goals and success criteria.

Client: Deutsche Telekom (Germany, Croatia, Hungary, Poland)
Project: Broadband
Tools: Py-Spark, Machine Learning, Deep Learning, SQL, Airflow , Analytics, Visualization, Python

- Feature store for telecom data.
- Developed models to predict issues like Device, Installation, Line, Wi-Fi error etc.
- Dashboards for the bootstrapped new router developed by organization.
- Created flows to troubleshoot and find new issues in new router versions.
- Developed customer profiling and journey analysis for people visiting our app.
- Helped in finding out issues in the Deutsche Telecom `My Magenta` app

Bajaj Finance — Jun' 20 – Apr'21

Client: Loans/Lending Team
Project: Money Manager
Tools: Spacy, Recurrent Neural Network, Python, Regex, AWS (Lambda, EC2, S3, Redshift, Boto3)

- Created ML model to classify transactional message and store entities
- Assisting in creating real time offer generation pipeline based on above extracted entities

Client: E-Store Team
Project: Nearest Dealer Solution
Tools: Machine Learning, Mongo-DB, Flask, Docker, Python

- Created a ML model to identify nearest dealers for visitors on the website.
- Incorporated business rules to recommend dealers based on loyalty, reviews/score and distance

EDUCATION

- 10th from Delhi Public School, Bokaro Steel City, Jharkhand in 2010 with 95% GPA
- 12th from Delhi Public School, Bokaro Steel City, Jharkhand in 2013 with 82% GPA
- B.Tech. in Electronics and Communication from SRM University, Chennai in 2017 with 76.85 GPA
- M.Tech in Data Science and Engineering from BITS - Work Integrated, 2023 with 7.27 CGPA

PERSONAL DETAILS

Date of Birth: 20th February 1995

Languages Known: English and Hindi

HOBBIES

- Travel
- Cook
- Gym
- Personal Projects (Here)
- Friends Catchup

Client: Marketing + Cards Team
Project: Clickstream Analytics
Tools: Adobe Analytics, Py-Spark, Analytics, Visualization, Reporting

- Created reports on Adobe Analytics on Customer Journey, Path, Churn and Anomaly
- Analyze and recommend concordant/discordant simulations sent to the identified visitors

Capgemini. **Oct'17 - Jun'20**

Client: Swiss Re
Project: Trip Optimization - POC
Tools: Tableau, Statistical/Constraint Modelling, Python, Analytics

- Developed a constrained algorithm to optimize trip allocation cost.
- Implemented hierarchical de-allocation of trips considering corporate band and real time Tableau frontend filters
- Created and presented dashboard having Drill Down Reports and overall summary

Client: Sunlife Financials
Project: News-Feed – POC
Tools: Natural Language Processing, Convolution Neural Networks, Web Scraping, Selenium, Python, Flask, Docker, Analytics, Visualization

- Developed a web crawler to search the web and perform NLP task to create insights.
- Worked on possibility to use satellite imagery to predict Catastrophes damage index.

Client: Assurant Employee Benefits
Project: Anomaly and Churn Prediction
Project: Analytics, Visualization, Python, Basic Machine Learning

- Analyze, Visualize, and deduce KPI based on claims distributed over geographical area.
- Implemented ML and DL model to predict Fraudulent/Incorrect Claims
- Worked parallel on development of Churn Model (POC).
- Created Python API's and Selenium automations