

# LALITH KISHORE

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## WORK EXPERIENCE

### Shell India Market Pvt Ltd

Chennai, TamilNadu

Senior Data Scientist

May-2022 -Present

- Developed an NLP and LLM-powered chatbot to assist industrial workers to enhance industrial safety operations by providing real-time insights and support.
- Leveraged natural language understanding, LLM, retrieved relevant information from a knowledge base. Utilized Python, NLTK, Transformers (Hugging Face), LangChain (for RAG implementation), Flask (for API) for development.
- Developed and deployed a churn prediction model using XGBoost, Random Forest that reduced customer churn rate by 12%, leading to a projected annual revenue increase of \$0.7 million
- Built and maintained a robust data pipeline using Google BigQuery to efficiently process large datasets for real-time analytics. Optimized machine learning models for both accuracy and scalability using hyperparameter tuning. This resulted in a 91% of accuracy improvement in model performance while ensuring efficient deployment for large-scale production use.
- Established a deep understanding of clients' business contexts, worked closely to unravel intricate challenges and opportunities Translated complex data into clear and actionable business insights, enabling stakeholders to make data-driven decisions.

### ADF Data Science Pvt Ltd

Chennai, TamilNadu

Data Scientist

Mar-2019 – May-2022

- Built machine learning models for credit risk assessment using Logistic Regression and LightGBM. Deployed the models using Flask to detect high-risk customers.
- Achieved 70% accuracy on the validation dataset using K-Fold cross-validation for hyperparameter tuning. Performed data extraction, manipulation, and quality analysis
- Analyzed different underwriting criteria for loan applicants

### CellarStone Pvt Ltd

Chennai, TamilNadu

Software Test Engineer - Intern

Dec-2017 – Jun-2018

- Sales Commission software development hub
- Expert in writing test cases for all kind of modules in customer perspective
- Able to research and solve the customer end problems with proper root cause.

## EDUCATION

### Guru Nanak College, Chennai

Master of Computer Application, CGPA: 8.8

June 2016 – June 2018

### Guru Nanak College, Chennai

Bachelor of Computer Science, CGPA: 7.8

June 2013 – May 2016

## SKILLS

**Competencies:** Logistic Regression, Regression Analysis, Decision Trees, Random Forests, XGBoost, LightGBM, NLP, Text Processing, Transformers, Word Embedding(Word2Vec, BERT), Generative AI, EDA, LLM(Large Language Model), RAG, Langchain

**Programming Languages:** Python(sklearn pandas numpy), SQL

**Tools/Frameworks:** TensorFlow, Keras, GCP, Bigquery, Github/Git, Docker, Kubernetes

## CERTIFICATION

PGP in Artificial Intelligence and Machine Learning, **University of Texas**