KSHITIJ GULATI

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EDUCATION

Simon Business School, University of Rochester   **Rochester, NY**
Master of Science in Business Analytics (A STEM-Certified Program)   **Dec 2023**
- Relevant Coursework: Data Warehousing, Data Management, Data Visualization, Statistics
- Merit Scholarship Recipient – 50%

IIIT Delhi   **New Delhi, India**
Bachelor of Technology in Electronics and Communication   **Jun 2021**
- Relevant Coursework: Data Science, Machine Learning, Multimedia Computing, Information Security

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PROFESSIONAL EXPERIENCE

Conduent   **Bengaluru, India**
Data Science/Product   **Jul 2021 - Jun 2022**
- Managed product lifecycle of internal Speech-to-Text software; collaborated with cross-functional teams to leverage open-source deep learning architectures and reduced speech processing costs by $2.7M.
- Developed and automated data annotation scripts for 100+ hours of speech data; reduced transcription time by 50%.
- Presented technical solution at product roadshows and conducted workshops to build awareness and gather feedback.
- Led team to analyze client incident tickets and improve resolution time; reduced incident management costs by $1.2M.
- Created and deployed Azure-based PowerBI dashboards to track performance, identify opportunities for improvement and recommended alternate Incident Management strategies to decrease ticket volume by 40%.
- Designed and implemented ETL pipelines for global clients; processed and loaded data ingested from transactional sources to Azure SQL Data Warehouse.

Wipro   **Bengaluru, India**
Data Analyst Intern   **Jun 2020 - Aug 2020**
- Developed end-to-end program for business process mining to streamline workflow and minimize inefficiencies; decreased operating costs of the FMCG division by 15%.
- Advised managers to accurately identify team hierarchies and task handovers using a graph-based social network model; improved workforce effectiveness by 10%.

TECHNICAL SKILLS

Programming - Python, R, MATLAB, SQL, Shell   **Reporting** – PowerBI, Tableau, Excel
Machine Learning - Pytorch, Keras, Tensorflow, Scikit-learn   **Cloud** - Microsoft Azure
Databases – MySQL, SQL Server   **Version Control** – Github, Azure DevOps

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PUBLICATIONS

- Fashionist: Personalizing Outfit Recommendation for Cold-Start Scenarios. Developed a real-time web application for enabling personalized and diverse fashion outfit recommendations for new-user cold-start scenarios. Published and presented at conferences - **ACM Multimedia'20** & **IEEE Multimedia BigData'20**.

VOLUNTEERING

- Taught visually impaired basic computer skills and programming (Python) at the Global Foundation, Mumbai; performed outreach activities, held seminars and grew the class size from 3 to 22 in one year.

POTENTIAL IMPACT AT JP MORGAN CHASE

- Optimizing and automating Speech-To-Text technology to enhance the quality of Chase Customer Service.

- Implementing Speech Recognition software to assist global helpdesk for employees with disability at JP Morgan Chase.