

Kushagra Bhatnagar

kushagrabhatnagar23@gmail.com | +91-8853-061-507 | LinkedIn | GitHub

Summary

Machine Learning Engineer and **Data Scientist** with **3+ years of industry experience** at Infosys, blending technical expertise in **MLOps**, **LLMOps**, and **statistical modeling** with an **MBA background** to bridge business and technology. Proven record of delivering **production-grade ML pipelines**, **cloud-native solutions**, and **generative AI applications** that drive measurable business value. Seeking opportunities to design and scale **AI-driven systems** that solve complex real-world problems.

Core Competencies

- **Programming:** Python, R, SQL, PySpark
- **Machine Learning:** Supervised & Unsupervised Learning, **Deep Learning**, **NLP**, Model Deployment, Model Monitoring
- **MLOps / LLMOps:** **Azure DevOps**, **Azure ML Studio**, **LangChain**, **Docker**, **Git**, **CI/CD**, Version Control
- **Cloud Platforms:** Microsoft Azure, AWS, Databricks
- **Data Visualization:** Tableau, Microsoft Power BI, Matplotlib, Seaborn
- **Other Tools:** Scikit-learn, TensorFlow, Snowflake, FAISS

Professional Experience

Infosys

May 2022 – Present

Senior Analyst – Data Science / Machine Learning Engineer

- **Real-Time Analytics Platform – Procter & Gamble**
 - Built a **self-service analytics platform** with **Streamlit** and **LLM integration**, **reducing insight generation time by 98%**.
 - Automated **data storytelling** using **OpenAI GPT + LangChain**, enabling business teams to explore Nielsen marketing data without manual intervention.
 - **Tech Stack:** Python, Streamlit, LangChain, Azure, FAISS, OpenAI.
- **Academic Risk Prediction – The Open University (UK)**
 - Designed and deployed an **end-to-end MLOps pipeline** in **Azure ML Studio** with **CI/CD**, model versioning, and automated monitoring.
 - Achieved **76% recall** by fine-tuning ML classifiers on behavioral and demographic data using **AdaBoost** and **PySpark**.
 - **Tech Stack:** Python, Scikit-learn, Azure DevOps, Databricks, Docker.
- **Operational Cost Optimization – Sweetgreens**
 - Identified **\$5.4M annual savings** by detecting staffing inefficiencies using temporal and spatial store data.
 - Developed **Power BI dashboards** to optimize workforce utilization across **200+ store locations**.
 - **Tech Stack:** Python, Pandas, NumPy, Seaborn, Snowflake, SQL, AWS, Power BI.
- **Generative BI Insights – The Coca-Cola Company**
 - Integrated **LLM** with **Power BI semantic models** to enable **natural language queries**, **reducing manual insight time by 80%**.
 - Generated **\$200K revenue** for Infosys by delivering **AI-powered BI solutions**.
 - **Tech Stack:** Power BI, DAX, Python, Azure OpenAI, LangChain.

Selected Projects

Customer Churn Prediction System

- Designed an **end-to-end ML pipeline** to predict telecom customer churn using **XGBoost**, improving recall by 12% over baseline.
- Implemented **SMOTE** for class imbalance handling and deployed on **Azure ML**.
- **Tech Stack:** Python, XGBoost, Pandas, Azure ML, Docker.

Financial News Sentiment Analyzer

- Built an **NLP pipeline** using **BERT** for real-time financial news sentiment classification.
- Integrated with **Power BI** to create sentiment-driven market dashboards for investment decisions.
- **Tech Stack:** Python, Transformers, HuggingFace, Power BI.

Retail Sales Demand Forecasting

- Developed a demand forecasting system using **Facebook Prophet** for 1,000+ SKUs, enabling 15% improvement in inventory planning.
- Automated retraining and deployment using **Azure DevOps CI/CD** pipelines.
- **Tech Stack:** Python, Prophet, Azure DevOps, Tableau.

Education

Lal Bahadur Shastri Institute of Management, Delhi

Aug 2020 – Apr 2022

Post-Graduate Diploma in Management (PGDM) – **Specialization: Analytics & Finance**

Relevant Coursework: Statistics, Machine Learning, Deep Learning, NLP, Neural Networks

University of Allahabad, Prayagraj

Jul 2015 – Apr 2018

Bachelor of Commerce