

Maharsh Patel

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EDUCATION

MUMBAI UNIVERSITY

BE IN INFORMATION TECHNOLOGY

May 2019 | Mumbai, IN

GPA : 7.37

K. J. Somaiya Institute of Engineering and Information Technology

SKILLS

PROGRAMMING

Proficient with:

Python

Web Technologies:

CSS • PHP • HTML

Conversational Ai

Rasa • AWS LEX • Alexa

RPA - Devops:

AA • UiPath • Docker

Database :

SQL • DynamoDB

EXTRACURRICULAR

ACTIVITIES

CERTIFICATIONS

- Introduction to Natural Language Processing
- Docker Crash Course for busy DevOps and Developers
- RPA Developer Foundation Training (UiPath)
- RPA Orchestrator 2018.2 Training (UiPath)
- Advanced Training (UiPath)
- Building Apps Using Amazon's Alexa and Lex(Udemy)
- Automation Anywhere Certified Advanced RPA Professional(v11)
- Deep Learning Prerequisites: The Numpy Stack in Python
- Emotional Intelligence
- Security Awareness Training

RESPONSIBILITIES

- Chairperson - ISTE Student Chapter
- Publicity Head - ISTE Student Chapter
- Business Continuity Management Coordinator - Cognizant
- Student Volunteer - KJSIEIT
- Student Partner - Internshala

WORK EXPERIENCE

COGNIZANT | PROGRAMMER ANALYST

Nov 2019 – Nov 2021 | Chennai, IN

- Working with BFS and Life Sciences clients
- Developing and maintaining automation solutions by evaluating client needs and analyzing requirement
- Assisting in creating documentations about client specific applications, project specific processes and workflows
- Training users to operate on new and modified attended automation bots
- Building, maintaining and enhancing chatbots

FINANCE LOOKUP | FRONT END WEB DEVELOPER INTERN

Jan 2018 – May 2018 | Mumbai, IN

- Built high-quality mock-ups and design different prototypes
- Ensured user experience determines design choices
- Optimized web site for maximum speed and visibility in search results

ROBONOMICS AI | ROBOTIC PROCESS AUTOMATION TRAINEE

Aug 2018 – Nov 2019 | Mumbai, IN

- Identified and mapped end to end business processes for automation
- Designed, tested and improved the automation using following design best practises

PUBLICATIONS

- [1] M. Patel, A. Shukla, R. Porwal, R. Kotecha, and R. A. I. P. Limited. "Customized Automated Email Response Bot using Machine Learning and Robotic Process Automation". *SSRN-Elsevier*, 2019.

TECHNICAL PROJECTS

ML MODEL FOR CHATBOT

- Built and trained machine learning models for chatbot using RASA
- Analysed, designed and generated training data for the model
- Improved the model accuracy and f1 scores using custom designed pipeline

EMAIL RESPONSE BOT USING ML AND RPA

- Pioneered the core RPA solution design and implementation which can save the time required up-to 80%
- Conducted exhaustive research to identify best practises, design principles and test suites
- Co-Authoring a technical paper on the solution

LEX BASED CHATBOT

- Developed chatbot to answer supplier queries resulting in reduction of query emails by 40%
- Followed clean code principles resulting in more maintainable and clean code
- Worked with dynamoDB as data storage and Botkit as the front end interface

LTR MODEL FOR CHATBOT

- Formulated and trained learning to rank model using ML Algorithms and Python
- Used SOLR to index documents and generate features to be used in the LTR algorithm
- Performed feature engineering in order to attain targeted f1 score.