EVETTE MARK

Aspiring NLP & AI Specialist | Technical Support Engineer | Python & ML Enthusiast

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🌐 [LinkedIn](#)   🏠 Indian   🍷 18th February 1998

PROFILE

Analytical and detail-oriented Technical Support Engineer transitioning into Natural Language Processing. Proven record of resolving complex technical challenges with efficiency, empathy, and a data-driven mindset. Worked with Python programming, NLP pipeline, Machine Learning deployment, data preprocessing, cloud environments, and system troubleshooting, with a passion for building intelligent, human-centric AI tools.

SKILLS

Technical Skills

- Languages & Frameworks: Python (NLP-focused), SQL, OOP
- AI & ML: Machine Learning, Deep Learning, NLP, Data Science, Algorithms
- Tools: Jupyter, GitHub, Docker, Microsoft 365, ServiceNow
- Operating Systems: Linux (Ubuntu), Windows

Soft Skills

- Prioritization & multitasking under pressure
- Team collaboration & leadership in shift activities
- Strong communication (English – Fluent, German – Beginner, Hindi – Native speaker)
- Initiative-driven & structured approach

EDUCATION

Master of Computer Science *(Oct '24 - Present)*
International University of Applied Sciences, Berlin

Bachelor of Computer Science *(Jun '15 - Oct '19)*
Siddhivinayak Mahila Mahavidyalaya, Pune

Higher Secondary Certificate Examination *(Jun´13 - Apr´15)*
Sinhagad College, Narhe, Pune

Secondary School Certificate Examination *(Jun´12 - Apr´13)*
Sinhagad School, Narhe, Pune

WORK EXPERIENCE

Technical Support Executive at MPHASIS PVT LTD *(Oct´ 22 - Aug´ 24)*

- Resolved 150+ technical support tickets monthly, maintaining a 95% first-contact resolution rate and average response time of less than 15 minutes for critical issues during remote troubleshooting
- Managed 20+ daily support requests via multiple channels (calls 50%, chat 30%, email 20%), achieving 98% SLA compliance and reducing system downtime by 35%

Customer Service Executive – Leisure at TRAVEL MASTERS (MUMBAI) PVT LTD *(Jan´ 19 - Feb´ 21)*

- Negotiated rates with 50+ agents/suppliers, securing average discounts of 15-20%
- Generated and analysed daily sales reports covering 100+ transactions, maintained comprehensive MIS reports tracking key performance indicators, resulting in 99% accuracy in business performance monitoring
- Managed 75+ monthly hotel reservations, 200+ cab bookings, and 50+ package bookings with 95% client satisfaction rate and less than 2% booking errors
- Processed vendor payments monthly with zero delays, maintaining 100% on-time payment record across 30+ regular vendors

CERTIFICATIONS

Data Science Essentials – S1 by MPHASIS PVT LTD *(Jun '24)*

Fundamentals of AI & ML by Skillsoft *(Apr '24)*

LIVE PROJECTS

Traffic Flow Prediction *(Feb '24)*

Challenge: *Improve urban congestion forecasting using machine learning in 1 area.*

Action: *Built and validated a time-series ML model in Python with Pandas, Jupyter and Git.*

- Recorded 100 Days of traffic flow data during peak congestion periods (rainy season).
- Evaluated 50 Ideal Datasets for comparison in least-squares regression analysis.
- Selected 4 Training Datasets from the ideal scenarios for model refinement.
- Chose 1 Testing Dataset from trained data for future predictions.
- Used 5 **tools**, namely, Python programming language, Pandas library, Matplotlib & Seaborn graphs, Jupyter Notebook environment, GitHub Repository.
- Got 3 main **results**, that are Traffic Congestion Prediction Accuracy, Optimized Routing Decisions, Real-Time Coordination.

AVAILABILITY

Open to full-time/ part-time/ working student/ intern positions with flexible scheduling. Prepared to work remote, hybrid as well as on-site.