**Monish Sakpal**

Data Scientist

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**GitHub:**

**[https://github.com/msakpal47?t](https://github.com/msakpal47?tab=repositories) [ab=repositories](https://github.com/msakpal47?tab=repositories)**

**CONTACT DETAILS**

# TECHNICAL SKILLS

* Python
* SQL
* Machine Learning

(Regression, Classification, Clustering, Supervised and Unsupervised Learning,

Ensemble Learning)

* Deep Learning (TensorFlow, Keras, PyTorch, CNN, RNN, NLP)
* Data Visualization (Tableau, Power BI, Matplotlib, Seaborn, Plotly)
* Data Manipulation (Pandas, NumPy, Scikit-learn)
* Big Data Technologies (AWS)
* Statistical Analysis (Hypothesis Testing, A/B Testing)
* Object Detection (YOLO)
* Image Processing (OpenCV)
* Time Series Forecasting (ARIMA, SARIMAX)
* Recommendation Systems
* Excel (Advanced Functions, Dashboard Creation)
* Tools: Jupyter Notebook, Git
* Programming for Data Structures and Algorithms
* Flask and SQL for Application Development
* AWS
* Google Cloud
* Natural Language Processing (NLP)

# PROFESSIONAL SUMMARY

* + **Results-driven Data Scientist** with over 5 years of experience transforming complex datasets into actionable insights, specializing in machine learning, statistical modeling, and data-driven decision-making to solve real-world problems.
  + **Technical Proficiency**: Expert in Python, SQL, and advanced data visualization tools (Tableau, Power BI). Skilled in deploying machine learning models, with demonstrated expertise in regression, classification, clustering, and deep learning frameworks like TensorFlow, Keras, and PyTorch.
  + **Innovative Problem-Solver**: Delivered 90% accuracy in customer churn prediction, built scalable solutions like a hotel management system using Flask and SQL, and optimized processes with predictive analytics.
  + **Impactful Projects**: Led high-value initiatives, including sentiment analysis of 52,000+ tweets, object detection using YOLO, and stress prediction for remote workers, driving key business insights and improving efficiency.
  + **Certified Professional**: Earned advanced credentials, including Cisco Data Analytics Essentials and Google Cloud AI certifications, showcasing mastery of cutting-edge data science methodologies.
  + **Strategic Thinker**: Adept at aligning data science initiatives with business goals, ensuring measurable outcomes such as enhanced customer satisfaction, streamlined operations, and increased revenue generation.
  + **Passion for Innovation**: Dedicated to leveraging data science to solve complex challenges, drive growth, and create meaningful impact in dynamic and fast-paced environments.

# PROJECTS

**Twitter Sentiment Analysis:** Developed a sentiment analysis model using VADER to classify over 52,000 tweets into positive, neutral, or negative sentiments. Enabled real-time social media monitoring and brand sentiment analysis, providing actionable insights to improve marketing strategies and customer engagement.

**Customer Churn Prediction:** Built and optimized an Artificial Neural Network (ANN) with TensorFlow and Keras to analyze customer churn in banking. Achieved 90% prediction accuracy, contributing to proactive retention strategies and enhancing customer satisfaction.

**Bus Booking System:** Designed and implemented a user-friendly bus booking system using Python and Tkinter. Integrated functionalities for ticket booking, bus route management, and real-time seat availability tracking through an intuitive graphical interface, enhancing operational efficiency.

**Object Detection with YOLO:** Developed an object detection system using YOLOv3 to process images and identify objects with high accuracy. Delivered automated visual feedback through bounding boxes, supporting applications in surveillance and real-time analytics.

**Stress Level Prediction for Remote Work:** Created a machine learning model using Random Forest and SVM to predict stress levels in remote work environments. Achieved high accuracy and provided data-driven recommendations to improve employee well-being and productivity.

**Time Series Forecasting:** Implemented ARIMA and SARIMAX models to forecast time series data with optimized hyperparameters. Ensured precise predictions by applying advanced model evaluation techniques, including AIC and BIC, for robust decision-making.

**Logistic Regression – Advertising Data Analysis:** Analyzed advertising campaign data using Python and logistic regression to predict click-through rates. Optimized campaign targeting strategies, resulting in increased conversions and improved ROI for marketing efforts.

**Spam and Ham Detection Model:** Developed a robust email classification model using Naive Bayes and SVM, preprocessing data with tokenization and TF-IDF techniques. Achieved high classification accuracy, automating spam filtering and improving inbox management efficiency.

**Predicting Patient Outcomes using EHRs:** Designed predictive models using Logistic Regression, Decision Trees, and Neural Networks to analyze Electronic Health Records (EHRs). Enabled early intervention and improved healthcare delivery by forecasting patient outcomes with high precision.

**Hotel Management System:** Built a comprehensive hotel management system using Flask and SQL, incorporating CRUD operations and authentication features. Streamlined hotel booking and reservation management processes, enhancing operational efficiency and user experience.

**Mobile Recommendation System:** Developed a personalized mobile recommendation system using Python, leveraging collaborative filtering and content-based algorithms. Enhanced user engagement and satisfaction by delivering tailored recommendations aligned with customer preferences.

* designing and implementing Convolutional Neural Networks (CNNs)
* Recurrent Neural Networks (RNNs)
* Long Short-Term Memory (LSTM) networks, and Transformers.
* LLM
* Data preprocessing techniques, including feature scaling,

normalization, missing value handling, and encoding categorical variables.

* Proficient in feature selection and dimensionality reduction techniques (e.g., PCA, LDA)

# CORE SKILLS

* Data Analysis and Interpretation
* Statistical Modeling
* Machine Learning Model Development and Optimization
* Data Visualization and Dashboard
* Predictive Analytic
* Sentiment Analysis
* Customer Retention Strategies
* Data-Driven Decision Making
* Business Process Optimization
* Time Series Analysis and Forecasting
* Recommendation System Design
* Stress Prediction and Behavioral Analysis
* Image Recognition and Object Detection
* AI and Deep Learning Techniques
* Data Cleaning and Prepossessing

# FUNCTIONAL SKILLS

* Problem Solving
* Creative Thinking
* Good Communication Skills
* Time Management
* Adaptable/Flexible
* Quick Learner
* Attention to Detail
* Team Player
* Leadership Skills
* Active Listener

# EXPERIENCE

## Senior Customer Support Analyst and Data Analyst - Universal Sompo General Insurance

**2022 – 2024**

* + Analyzed **large datasets** using **advanced Excel, Power BI, and Tableau** to create **interactive dashboards** and generate **strategic insights** for stakeholders.
  + Collaborated with **cross-functional teams** to resolve **data-related issues**, delivering enhanced **data integrity** and **reporting efficiency**.
  + Trained team members on **data analysis techniques** and optimized **machine learning models**, achieving **90% accuracy** in **customer churn prediction**.

## Senior Customer Support Associate - IDFC Bank (HGS Payroll) 2021 – 2022

* + Addressed and resolved **customer queries**, promoted **banking services**, and implemented **process improvements**.
  + Enhanced **customer satisfaction** by **15%** and reduced **query resolution time** by **20%** through

**streamlined operations**.

## Business Development Executive - C-Dot Systems Pvt Ltd 2020

* + Developed and executed **sales strategies**, performed **server maintenance**, and identified new

**business opportunities**.

* + Contributed to a **10% revenue increase** by **generating leads** and closing key **client deals**.

# Other Early Experience

## Business Development Executive - Samarth Technical Solutions

* + Cultivated and maintained client relationships, ensuring repeat business and loyalty.
  + Spearheaded lead generation initiatives and contributed to the development of innovative IT solutions.

## Hardware & Networking Faculty cum Engineer - St. Angelo’s Professional Education

* + Managed network systems, administered inventory, and prepared ISO documentation to enhance operational efficiency.
  + Improved system compliance and efficiency through effective resource management and process optimization.

# CERTIFICATIONS

* + **Cisco Data Analytic Essentials**: Gained foundational knowledge of data analytic, focusing on data preparation, visualization, and deriving actionable insights to solve business challenges.
  + **Cisco Introduction to Data Science**: Acquired an understanding of data science principles, including data prepossessing, exploratory analysis, and key statistical methods for data-driven decision-making.
  + **Simplilearn: Basics of Data Structures and Algorithms**: Learned essential programming concepts, data structures, and algorithms, enabling efficient problem-solving and optimization in coding.
  + **Tata Data Visualization: Empowering Business with Effective Insights**: Mastered data visualization techniques to communicate insights effectively using tools like Tableau and Power BI, enhancing decision-making processes.
  + **IBM Prompt Engineering for Everyone**: Developed skills in designing, refining, and optimizing prompts for AI language models, improving performance and context accuracy.
  + **Google Cloud Introduction to Responsible AI**: Learned best practices for implementing AI ethically, focusing on transparency, fairness, and reducing biases in AI models.
  + **Google Cloud Introduction to Large Language Models**: Gained knowledge of large language models, their architecture, and practical applications in solving complex natural language processing tasks.
  + **Google Cloud Introduction to Generative AI**: Explored generative AI concepts and applications, including text generation, image synthesis, and building creative AI solutions.

# EDUCATIONAL QUALIFICATIONS

Pursuing an **M.B.A. in Artificial Intelligence and Machine Learning** – Engaged in

Earned a **Post Graduate Diploma in Management (Data Scientiest & Data Analytics)**– 2024

Completed **a Bachelor of Arts** in English, demonstrating strong analytical and communication skills – 2017 Certified as a **Jetking Hardware and Networking Professional** – 2016