Mallela Shaheena

Data Scientist & ML Engineer

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Portfolio: mshaheena.github.io/portfolio-site • GitHub: github.com/mshaheena

Professional Summary

Results-driven Data Scientist with hands-on experience in Python, ML, NLP, and deploying live AI applications. Creator of a multilingual chatbot and rainfall prediction app, achieving 90%+ accuracy in real-world applications. Strong in data storytelling, model tuning, and practical problem solving. Transitioned from customer support to tech via self-learning, Kaggle projects, and 12 industry-recognized certifications.

Work Experience

Customer Support Executive

Altruist Technologies, India   Oct 2023 – Jul 2024

- Supported 500+ customers via phone and email, achieving a 95% satisfaction rate.
- Tracked queries using CRM tools, ensuring rapid resolution and high service quality.
- Collaborated with technical teams to resolve issues, reducing resolution time by 30%.
- Enhanced communication and documentation skills, vital for data storytelling.
- Improved internal help documentation by addressing recurring queries.
- Transitioned to data science through self-learning and certifications.

Professional Development

Freelance ML Projects & Virtual Internships

Remote   2024 – 2025

- Completed 12 virtual job simulations from TATA, Deloitte, J.P. Morgan, BCG, and others via Forage, building skills in data analytics, GenAI, and quantitative research.
- Developed portfolio-level apps, including Multilingual LLM Chatbot and Rainfall Prediction App, using real-world data and AI tools, deployed on Hugging Face Spaces.
- Collaborated with Kaggle and GitHub communities, contributing public notebooks and datasets, enhancing project outcomes by 10–15% through peer feedback.

Education

Master of Science in Zoology

Sri Venkateswara University, Tirupati   2023
Percentage: 85%

Bachelor of Science

Margadarshi Degree College, Piler   2021
Percentage: 90%

Relevant Coursework:
Data Structures & Algorithms, Database Management Systems, Operating Systems, Statistics, Artificial Intelligence, Python Programming, Software Engineering

Certifications

- HP LIFE – Data Science & Analytics, 2025
- HP LIFE – AI for Beginners, 2025
- TATA – GenAI Powered Data Analytics, 2025

- TATA – Data Visualisation for Business Insights, 2025

- BCG – GenAI Chatbot Simulation, 2025

- Lloyds Banking Group – Data Science Simulation, 2025

- Deloitte Australia – Data Analytics Simulation, 2025

- J.P. Morgan – Quantitative Research, 2025

- Citi – Markets Quantitative Analysis, 2025

- Quantium – Data Analytics, 2025

- Data Science with Python, Nucot, 2024

- Virtual Internship, AICTE Eduskills, 2024

Full details with images: [Portfolio Certifications](#)

Key Projects

Live Projects

Multilingual LLM Chatbot Built using Google's FLAN-T5, deployed with Gradio on Hugging Face Spaces. Supports Hindi, Telugu, French, Arabic with intelligent replies. [Live Chatbot](#). Tools: Python, FLAN-T5, Gradio, Transformers.

Rainfall Prediction App Regression-based predictor with 92% accuracy using LightGBM, deployed via Gradio. Features real-time inputs. [Live App](#). Tools: Python, Scikit-learn, XGBoost, Gradio.

Other Projects

Customer Delinquency Risk Predictor Designed a no-code predictive framework using GenAI tools for Tata iQ, emphasizing regulatory compliance and ethical AI. Tools: Exploratory Data Analysis, Strategy Modeling, GenAI.

Data Visualisation for Tata Created business dashboards and client-ready charts to support executive decision-making. Tools: Tableau, Excel, PowerPoint.

Predictive Modeling Forecasted trends with 90% accuracy using hyperparameter tuning. Tools: Python, Scikit-learn, Pandas.

End-to-End ML Pipeline Engineered scalable pipeline, reducing processing time by 30%. Tools: Python, Pandas, Scikit-learn.

Kaggle Competitions

Meta Kaggle Hackathon (2025) Achieved silver zone with leaderboard success predictor using GNN integration. Tools: Python, Scikit-learn, Pandas.

Titanic ML Challenge Built XGBoost model with 80% accuracy. Tools: Python, XGBoost, Pandas.

Active Contributor Shared multiple public notebooks and dataset insights on Kaggle.

Technical Skills

- Programming: Python, SQL, R

- ML & Data Analysis: Pandas, NumPy, Scikit-learn, XGBoost, LightGBM, Deep Learning

- AI & NLP: Transformers, FLAN-T5, Chatbot Dev, GenAI, Hugging Face

- Visualization: Tableau, Power BI, Matplotlib, Seaborn

- Tools: Streamlit, Gradio, Git, VS Code, JIRA

- Platforms: Windows, Linux

Languages

English, Hindi, Telugu, Urdu

Interests

AI for Social Good, GenAI Apps, Career Mentoring, Research Papers, Public Datasets

Declaration

I hereby declare that the above details are true to the best of my knowledge and belief.