

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 expertise in Python, ML, NLP, and AI app deployment. Built multilingual chatbot and rainfall predictor with 90%+ accuracy. Strong in data storytelling and model tuning. Transitioned from customer support to tech via self-learning, Kaggle, and 12 industry certifications.

Work Experience

Customer Support Executive

Altruist Technologies, India

Oct 2023 – Jul 2024

- Supported 500+ customers, achieving 95% satisfaction rate.
 - Used CRM tools for rapid query resolution.
 - Reduced issue resolution time by 30% via tech team collaboration.
 - Enhanced communication for data storytelling.
 - Improved help documentation by analyzing queries.
 - Transitioned to data science via self-learning.
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Professional Development

ML Projects & Virtual Internships

Remote

2024 – 2025

- Completed 12 virtual internships (TATA, Deloitte, J.P. Morgan, BCG) via Forage over 6 months, mastering data analytics and GenAI.
 - Built apps like Multilingual LLM Chatbot and Rainfall Prediction (100 hours each), deployed on Hugging Face Spaces.
 - Contributed to Kaggle/GitHub, improving projects by 10–15% via peer feedback.
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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
- Quantum – Data Analytics, 2025
- Data Science with Python, Nucot, 2024
- Virtual Internship, AICTE Eduskills, 2024

Details: [Portfolio Certifications](#)

Live Projects

Customer Churn Prediction Predicts at-risk customers with 88% accuracy using Random Forest + Gradient Boosting. [Live App](#). Tools: Scikit-learn, Pandas.

Brain Tumor Classification Convolutional Neural Network (CNN) model for MRI-based tumor detection, 90% accuracy. [Live App](#). Tools: TensorFlow, NumPy.

Product Recommendation System E-commerce engine with 85% user engagement increase. [Live App](#). Tools: Python, Scikit-learn.

AI Personal Finance Space Tracks expenses and budgets with 95% user satisfaction. [Live App](#). Tools: Python, GenAI.

Multi-Modal BI Assistant Natural language + analytics for 30% faster business decisions. [Live App](#). Tools: Python, Tableau.

Resume Scanner AI Assigns hiring scores with 87% accuracy. [Live App](#). Tools: Python, NLP.

Interactive EDA Dashboard Automated charts and outlier analysis, 40% time savings. [Live App](#). Tools: Streamlit, Pandas.

Multilingual LLM Chatbot Large Language Model (LLM) with FLAN-T5, supports Hindi, Telugu, French, Arabic, 90% response accuracy. [Live App](#). Tools: Gradio, Transformers.

Rainfall Weather Prediction LightGBM predictor with 92% accuracy. [Live App](#). Tools: Scikit-learn, Gradio.

Kaggle Competitions

Meta Kaggle Hackathon (2025) Silver zone with GNN-based predictor. Tools: Python, Scikit-learn.

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

Active Contributor Shared public notebooks and datasets.

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
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Languages

English, Hindi, Telugu, Urdu

Interests

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

Declaration

All details above are true to my knowledge.