**Srinivas Mukund Vadrev** *(27 Jan 2019)*

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**About Me:** For the last 5 years I have been working in many great roles and top tier companies like Amazon and Uber. I have experience with product management/ software development/improvement, data analytics & people management. I am an owner when it comes to work, driving things with passion and software development

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**Software Engineer: *Zensark Technologies (Hyderabad, India - September 2019 - current)***

* Collect and document user requirements and develop logical and physical specifications.
* Research, evaluate and synthesize technical information to design, develop and test REST/ CRUD based applications - front end systems using React + Angular + backend systems using Node.js/ Flask
* Develop data, process and database models to optimize architecture for high performance designs using MongoDB, MySQL, SQLite3, dynamoDB and Postgres
* Plan, design and co-ordinate the development, integration and operation of computer-based systems including web/mobile applications (PWAs), Android & iOS, embedded linux customization and desktop apps
* Machine learning/ Deep learning model development, evaluation & deployment and also custom tailoring pretrained models for computer vision such ResNet for transfer learning, on Tensorflow 2.0, Pytorch, Keras etc – Cloud based face recognition, cancer detection from xrays, cough analysis among others
* SAS applications design, deployment and testing on platforms such as AWS, Digital Ocean, MS Azure
* IOT/Embedded design systems design using linux based SBCs - ARM Cortex, Arduino, Nvidia Jetson etc – MQTT, WebRTC, OpenCV, Amazon Rekognition, AWS Sagemaker. Some projects I did include cloud based video door bell, CCTV cameras with cloud torage, home automation, A $35raspberry pi based personal micro cloud server, face recognition based access control system & automatic attendence, LMS to teach deep learning etc.

***SKILLS****: Git, MySQL, Python, Javascript, React/Redux, Angular, HTML5, CSS3, Node.js, REST, MVC, ORM, Database design, Scrum, AWS certified cloud practitioner, Asana, Linux, AWS SDK, Software testing, Iot, embedded electronics*

**Machine Learning/Deep Learning Engineer: *Michro PVT LTD (Hyderabad, India - Aug 2018 - Aug 2019)***

Exploratory data analysis & visualization using Python to extract patterns/features using various AI/ML techniques as per client requirements: *Face recognition, Object detection, linear regression, logistic regression, ANNs, CNNs, RNNs*

* Develop machine learning models such as linear/logistic regression, artificial neural networks, CNNs & RNNs to model patterns in data using various optimization methods, using Pytorch
* Test various machine/deep learning architectures on browser based platforms such as Tensorflow js. Create frontend/backend interfaces to run frozen inference models.
* Frontend & backend development using React/Redux & Node.js, application deployment on IOT platforms such as AWS.

***SKILLS****: Pytorch, Tensorflow js, React/Redux, Node.js, Flask, Caffe, Raspberry Pi, Arduino, ESP32, NVIDIA Jetson*

**Data analyst: *Uber India (October 2015- August 2018 , Hyderabad, India)***

* Assess Uber metrics - defect rates (ticket/trip), total trips, cancellation, refunds, ticket inflow patterns, CSAT, DSAT, abandonment rate etc across various cities, countries, regions etc for anomalies and patterns
* Work with facilities, HR, team leads and project managers and create workflow patterns, agent shift scheduling and space management requirements to accomodate 500+ employees
* Uber BPOs RCA analysis and QA management of sites, to improve the Uber customer experience
* Helped launch the Uber for business & UberEVENTS process in India and transition customer support process ownership to Uber Hyderabad
* Conduct daily & weekly Scrum like meetings with product & program managers to discuss customer issues and communicate with engineering team to fix issues based on priorities
* Monitor Uber customer support meetrics CSAT, FCR, Solves, various SLAs etc broken down by city, country and region and sub-products
* Setup Verint WFM tool for the Hyderabad site and owned team shrinkages, site level agent real time adherence compliance management, leave approvals occupancy\utilization and SLA management\ RCA analysis
* Hold meetings with Uber lawyers & solicitors to produce workflow patterns that are in adherence with local labor law

***SKILLS:*** *Project management, data analytics, team management, product management, workflow management, Ms Excel, SQL, R, Python*

**Seller Support Associate: *Amazon India: Global Ops T4 Triage (June 2014- Oct 2015)***

* Tirage legitimate true positives: bugs to appropriate engineering teams
* Update internal knowledge centre appropriately using engineering’s

inputs

* Data analysis, audit and coach customer support tickets and do process improvements using Six Sigma methodologies

**Education:**

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| *M.S.c Analytical Bio Sciences* | *University of Salford* | *Manchester, UK* | *2010 - 2012* |
| *B.Pharmacy* | *Osmania University* | *Hyderabad, India* | *2006 - 2010* |
| *Intermediate* | *New Vision Junior College* | *Hyderabad, India* | *2004 - 2006* |

**\*\* Languages (read/write/speak):***English, Hindi, Telugu, German*