



# NAMRATA BHATIA

MSC DATA SCIENCE & AI • BSC PHYSICS

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## SKILLS ➡

**Technical Writing:** Instructional Design | Technical Writing | Project Management and Planning (Agile or Waterfall) | Stakeholder Management | Style Guides | Low-Level and High-Level Design Documentations

**Data Science and AI:** Python | R | SQL | Machine Learning | Deep Learning | Statistics | NLP | Time Series Forecasting | CV | Spacy | TensorFlow | PyTorch | Cloud Computing | AWS | Azure ML | Sagemaker | S3 | Power BI | Tableau | Dask | Pool | LLMs

## WORK EXPERIENCE ➡

### Data Science and AI Engineer – Alstom – Internship

July 2024 – Jan 2025

- Improved text classification accuracy from 55% to 82% by fine-tuning BERT and other deep learning models, implementing hierarchical classification to address class imbalance. Conducted extensive data exploration and cleaning, transformer model evaluations, selected the best-performing model, and applied **Function Calling** with few-shot learning for underrepresented classes. Ensured continuous evaluation and optimization throughout the process.
- Conducted end-to-end data pipeline exploration and enhanced the **RAG pipeline** by adding semantic configurations for improved retrieval. Performed data extraction, transformation, and indexing, increasing indexing efficiency by 3x through parallel processing. Compared multiple retrieval techniques and optimized the pipeline for scalability and efficiency.
- **Worked closely with DevOps and front-end teams** to ensure seamless integration and end-to-end production readiness, prepared user-needs & features documentation and curated demo-videos for the company-wide launch.

### Data Science and AI Consultant – Fastned – Part Time

Apr 2024 – Jun 2024

- Conducted a comprehensive consulting project with a leading Netherlands-based EV charging company by performing a thorough external and internal analyses, including PESTEL and risk assessments and identified 4 key areas for investment in Data and AI initiatives.
- Facilitated 2 workshops with 10+ Business Unit leaders to gain insights & align strategic goals, achieving 95% satisfaction rate among participants.
- Developed a year-long strategic plan, providing a roadmap for Data and AI integration.

### Data Scientist – Prosol – Part Time

Jan 2024 – Mar 2024

- Performed in-depth logical data cleaning and pre-processing by querying data from Snowflake, managing computing resources for processing over 3 million clients data, refining the ETL pipeline, followed by a thorough literature review of possible algorithms.
- Identified 4 key customer segments based on buying patterns using unsupervised learning techniques & association rules mining and built a collaborative recommender system for the 40% revenue customers utilizing Dask.
- Presented key insights to a jury of 10 top-level executives, and wrote a comprehensive technical report detailing the methodology, results, and recommendations, leading to a strategic initiative adoption by the company.

### Instructional Designer / Technical Writer – Novartis

Dec 2020 – Aug 2023

- Manage the solutioning and timely delivery of 5 training and development projects (targeting 1000+ Novartis employees)
- Enhanced key business decisions by generating actionable insights based on data from the Learning Management Systems using Advanced Excel, Qlik Sense and Power BI dashboards by generating primary data through surveys and HRM platforms. Spearheaded initiatives which contributed to 10% of the team's targeted revenue for 2 consecutive years by training process improvements & managing costs by identifying areas of cost improvement.
- Measured training effectiveness using tools and languages such as Qlik Sense and SQL.

### L&D Consultant – Accenture

May 2017 – Nov 2020

- Led a team of 15 members while staying in Sydney, Australia working on a large-scale SAP ERP (S/4HANA, Ariba) implementation training program (targeting 3000+ employees) designed on SAP EnableNow. Enabled Administrative Services on EnableNow Manager.
- Designed training for 8 tech-based training projects on technologies such as Oracle, PowerBI, Alteryx, SAP Suite (Supply Chain Management including Procure-to-pay and Warehouse & Inventory Management), and Salesforce by driving interactions with stakeholders across APAC, EMEA & NA regions.

### Instructional Designer / Technical Writer – NIIT Limited

Jun 2016 – Apr 2017

- Performed learning needs analysis to recommend solutions by utilizing advanced interactivities through Java and HTML in the SCORM packages that support performance & behavior change. Reviewed the final courseware before delivery on Learning Management System as a part of the Quality Control team.

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## EDUCATION ➡

<b>Master of Science</b> (Data Science and Artificial Intelligence) Emlyon business school, Paris, France “A Top 50 B-school in the world” <b>GPA: 4.0</b> McGill University, Montréal, Canada “A Top 50 university in the world” <i><b>Thesis: Batch Effect Correction: A Comparative Analysis of batch correction machine learning algorithms and LLM utilities</b></i>	<b>Sep 2023 – Jan 2025</b>
<b>Bachelor of Science with honors</b> (Physics) Gargi College, University of Delhi, India	<b>Jul 2013 – Jun 2016</b>

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## PROFESSIONAL CERTIFICATIONS ➡

- AWS Cloud Practitioner 2024
  - AWS Machine Learning Practitioner 2024
  - Dataiku ML Practitioner 2024
  - NIIT Instructional Design Certification
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## OTHER ➡

- Metamorphosis Leadership Program – Novartis Learning Institute
- Co-ambassador Women in Data Science @ Paris organizing workshops and events
- Yoga Teacher Training Certification from Yoga Alliance USA
- Top 10 in Novartis Financial Datathon Challenge 2023