PROFESSIONAL SUMMARY

- Led cross-functional team of 10+ scientists, securing $6M+ impact via ML innovations.
- Championed AI adoption at DIRECTV, boosting efficiency 80% and earning C-level support.
- Drove analytics, cutting rebuffering 25% for 2M users through innovative KPI strategies.
- Secured executive buy-in for AI/ML in media and healthcare, driving transformative projects.

WORK EXPERIENCE

- Spearheaded AI model reducing call back rate by 20%, impacting 8000+ agents effectively.
- Secured leadership support, revolutionizing call center KPIs and driving significant change.
- Achieved 25% reduction in rebuffering time, enhancing user experience within 3 months.
- Reduced app crashes by 40%, improving stability for 3M+ DIRECTV users across platforms.
- Led team implementing KPIs, enhancing streaming quality for 2M+ users efficiently.
- Transformed call-center KPIs, reducing repeats and saving $2M+ annually for 8000+ agents.
- Built 23 new metrics for churn models, increasing accuracy by an absolute 2% effectively.
- Led ML team reducing ER visits by 15% for 500K+ patients with predictive models.
- Mentored 5 data scientists, boosting risk model accuracy by 30% and team efficiency by 20%.
- Rebuilt prediction model, reducing hospital admissions by 14%, saving $6M annually.
- Architected ETL pipeline processing 10TB+ data monthly, achieving 99.9% uptime.
- Streamlined audit processes by 50% via automated validation, enhancing compliance.
- Implemented data validation, slashing manual review time by 60%, improving accuracy.
- Architected platform migration for PA Dept. of Education, cutting costs by 40% annually.
- Developed dashboards for 500+ schools, achieving 99.9% uptime and significant insights.

EDUCATION

- Completed 18 AI, ML, DS courses with full-time work, enhancing multitasking and expertise
- Attained MS in Finance, University of Maryland, enhancing analytical and financial acumen
- Achieved First Honors Degree in Finance with GPA 4.0, securing Dean's Scholarship top 5%

SKILLS

- Automated data pipelines using Python and SQL, enhancing data processing efficiency by 25%
- Developed ML models with TensorFlow/PyTorch, improving predictive accuracy by 20%
- Analyzed A/B test results with Scikit-learn, optimizing product features and user engagement
- Engineered ETL processes on Azure/AWS, ensuring seamless data integration and availability
- Leveraged Tableau/Power BI for data visualization, increasing stakeholder insights by 30%
- Integrated NLP techniques for text analytics, boosting information extraction accuracy by 15%

- Designed experiment frameworks in Databricks, refining testing strategies and outcomes
- Implemented cloud-native solutions on Snowflake, reducing data storage costs by 40%