

# Latika Chawla

Mercer Consulting India Pvt. Ltd  
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## Experience (5.2 Years)

**Lead Implementation Analyst (Data Science) /Mercer**  
**Senior Implementation Analyst (Data Science)/Mercer**

**April, 2018 – PRESENT**  
**July, 2015 – March, 2018**

### Health Carrier Worked On:

**Aetna, Anthem, Cigna, Blue Cross Blue Shield, Kaiser**

**Techniques Used :** Python , Pyspark , Machine Learning Libraries, Logistic and Linear Regression, Time Series , Natural Language Processing, SKlearn, Random Forest , Boosting Techniques , Gradient Descent, GIT , AWS

Project Title	Role and Responsibilities
	<b>US Health Welfare Plans - Predictive Analytics</b>
	<ul style="list-style-type: none"><li>➤ Involved in the development of data-driven applications based on machine learning techniques to improve existing processes across the healthcare providers.</li><li>➤ Analysing the lead data and make statistical model to identify anomalies in the data and provide insights to drive business outcomes</li><li>➤ Predicted accuracy by using Machine Learning model for the clients for detecting the fraud such as they will pay the premium or not.</li><li>➤ We Receive files containing indicative data of clients population. This Indicative Data consists of general information. Since this data is received in various types of files, it can be in excel or in flat files, so we use Pyspark code for exploratory data analysis (EDA).</li><li>➤ Implemented model training process using cross-validation and test sets, evaluated the results based on different performance matrices and collected feedback and retained the model to improve the performance.</li><li>➤ Involved in assisting to onshore and offshore teams and client team by providing them tactical support including Data Validation, Feature Engineering, Designing and Developing machine learning models and monitoring progress of the project.</li></ul>

Project Title	Role and Responsibilities
	<b>US Health Welfare Plans - Sentimental Analytics</b>
	<ul style="list-style-type: none"><li>➤ Used Sentimental analysis of various customer accounts of the company tried to identify which factor boosted more from health plan prospective.</li><li>➤ Built ML models to evaluate how the likelihood to recommend of customer groups would change in different set of service by using Pyspark.</li><li>➤ Developed dashboards by connecting to disparate data sources and visualizing key metrics and Responsible to document all the changes made in model and business requirements.</li><li>➤ As per client requirements the data is manipulated and we reduce errors using various regression techniques.</li></ul>

## Project Title

## Role and Responsibilities

### US Health Carrier – Performance Analysis

- Understanding behavior of various health carriers from the data to optimize which carrier is best in health plan election operations.
- We do further segmentation on the basis of ratings based on text content in the reviews we utilize the pipeline methods for more complex task from business prospective and Built predictive models by using NLP techniques.
- Build multiple linear regression models for the prediction of purchasing the health plans from mobile app or website. To understand the factors on which it depends for aspire to improve in the current market businesses.

## Project Title

## Role and Responsibilities

### US Health Carriers Analyzing Data by using SAS

- Involved in SAS Coding, Reporting, Data Management, Generating reports using SAS ODS facility and macros according to client specification.
- Involved in writing code to extract information about different carriers and do sanity checks, validating, manipulating complex data using SAS procedures and SAS Functions.
- Creating sorting and merging operations to generate reports such as how many new members have applied for which health plan. Executive dashboard solutions are specifically developed on daily, weekly, monthly and quarterly basis to meet business requirements.

## Education

### Bachelor of Technology / BMIET College

Completed Bachelor's in Technology in Information Technology

May 2009 - May 2013

Class XII

March 2008 – April 2009

Class X

April 2006 – May 2007

## Extra-Curricular Achievements

- Got Annual Rating – 4 (i.e. Above Expectation) in Mercer and at the time of OE got 4 rating ( January to March 2020 quarter)
- “Analyst of the Month” Award twice for coordinating and executing things effectively and efficiently for our HealthCare clients in MERCER.
- Star of the Month for successful implementation in OE at Mercer.