

# Praneeth Gubbala

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## EMPLOYMENT

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|--|--|---------------------------|
| <b>Staff Machine Learning Scientist</b>  | <b>Walmart Labs</b>                    | <b>May 2023-Present</b>   |
| <b>Patent:</b> U.S. 18,392700: "Multi-Facet Actions for improved Conversational Item search refinement"  |  |                           |
| <ul style="list-style-type: none"><li>Gen AI - Contact Center (CCAI): Lead Gen AI systems to reduce average handling time (AHT), by generating Chat Summary &amp; metrics for each agent - customer conversation and a help center chat bot to aid agents in customer queries. Content Generation, API agent, Retrieval Augmented Generation.</li></ul>  |  |                           |
| <b>Senior Machine Learning Scientist</b>   | <b>Walmart Labs</b>                    | <b>June 2020-Apr 2023</b> |
| <b>Speaker Talk:</b> Walmart AI Summit 2022      Sequence to Sequence Model for Extracting Multiple Products   |  |                           |
| <b>Patent:</b> U.S. 17,730027: "Systems to identify multiple products from utterances (Voice reordering system)."  |  |                           |
| <ul style="list-style-type: none"><li>Conversational Commerce: Developed an ML system to perform the voice-based product search refinement by identifying Multiple refinement intents and product attributes for filtering. Entity role, Refinement Understanding, Relation extraction.</li></ul>  |  |                           |
| <b>Conference Paper:</b> West Coast NLP (WeCNLP) 2021      Oct 29,2021   |  |                           |
| A Sequence-to-Sequence Model for Extracting Multiple Product Name Entities from Dialog   |  |                           |
| <ul style="list-style-type: none"><li>NLP Platform: Working as Tech Lead to lead ML Ops, voice re-order and Comdev for associate's initiatives.</li><li>Developed a multitask learning transformer-based neural network model architecture to recognize the multiple (1-10) products, their facets through entity extraction and linking for Walmart's voice re-order system.</li></ul>  |  |                           |
| <b>Speaker Talk:</b> Walmart Data Science Practice 2020      GURU: ML Ops and Conversational AI as a Service   |  |                           |
| <b>Applied Scientist III - NLP</b>   | <b>Walmart Labs</b>                    | <b>Jul 2018- May 2020</b> |
| <ul style="list-style-type: none"><li>Implemented an Active learning system to automatically select the training examples from the pool of live user utterances to improve the text classification system performance by 5-7 %. Online Learning, Vowpal Wabbit.</li><li>Deployed dynamic English and Spanish named entity extraction model training and Optimization to enable self-service entity extraction models training in Guru Platform for Walmart US, International, Sam's Club US. Language model Google BERT, Conversational Representations from Transformers, GPU, A/B Testing.</li><li>Built Intent determination models to predict the utterance skill by above 98% F1 score in Production Ask Sam English, Spanish Conversational AI. Deep Neural Networks, Transformers, TensorFlow, Predictive Modeling.</li></ul> |  |                           |
| <b>Patent:</b> U.S. 62,840,991: "Systems for processing information requests of retail facility workers (Ask Sam)."  |  |                           |
| <b>Invited Speaker Talk:</b> Rasa Developer Summit 2019      San Francisco, California   |  |                           |
| Conversational AI in Walmart Natural Language Processing      Sept 24, 2019  |  |                           |
| <b>Senior Machine Learning Engineer</b>  | <b>Samsung Research</b>                | <b>July 2014-Dec 2016</b> |
| Intelligent Services   |  | Spot Award – October 2016 |
| <ul style="list-style-type: none"><li>Improved Bixby NLU latency for some utterances by 60% by implementing a decision-making model to predict the context switch between In-Domains like Call, SMS, and out-Domains like wolfram alpha, web search.</li></ul>   |  |                           |
| Bixby NLP Research      Employee of the Month – January 2015   |  |                           |
| <ul style="list-style-type: none"><li>Part of the first 7 hires of Bixby NLU, Built the multiple versions of Bixby English, Spanish intent classification models (in Galaxy S6, S7, S8 Bixby), NER models using supervised ml algorithms such as Bi-LSTM, CRF.</li></ul>   |  |                           |
| <b>Graduate Research Assistant</b>   | <b>NLP Lab, Stony Brook University</b> | <b>Jan 2017-Dec 2017</b>  |

## EDUCATION

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|--|-------------------------|---------------------------------------|
| <b>Stony Brook University</b>                              | <b>Stony Brook, NY</b>  | <b>Jan 2017-May 2018</b>              |
| Master of Science in Computer Science                      |                         | Winner of Bloomberg Code Con–SBU 2017 |
| - Open-Source Contributor: Rasa Machine Learning Framework |                         |                                       |
| <b>Osmania University</b>                                  | <b>Hyderabad, India</b> | <b>Oct 2010-May 2014</b>              |
| Bachelor of Engineering in Computer Science                |                         | National Merit Scholar (2010-14)      |

## LANGUAGES AND TECHNOLOGIES

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- Python; Java; C++; C; NoSQL; Shell Scripting; Klein; Kernel Programming; Databricks; Keras; Open CV.
  - PyTorch; TensorFlow; Language modeling; Spacy; Azure; Cosmos Db; Sklearn; AWS; Docker; Rasa.