

PRASHANT SHISHODIA

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EDUCATION

Texas A&M University, Mays Business School

College Station, Texas

Master of Science in Management Information Systems, GPA: 3.33/4.00

May 2019

National Institute of Technology, Allahabad

Allahabad, India

Bachelor of Technology in Mechanical Engineering, GPA: 3.75/4.00

May 2014

TECHNICAL SKILLS

SDKs/Toolkits: AWS CLI, Python, Java, Javascript, Mobile Web

IDE: AWS Cloud9, Eclipse, Visual Studio, PyCharm

Packages/Libraries: Numpy, Pandas, Matplotlib, Spark, Hadoop, Seaborn, BeautifulSoup, Bootstrap, Flask, Keras, NLTK

ML Frameworks: Apache Spark, TensorFlow, Apache MXNet, Scikit-learn, PyTorch, Chainer, SparkML Serving

AWS Services: Redshift, DynamoDB, Kinesis, Elasticsearch, Sagemaker, EMR, AWS ML, Lambda, IoT, Mobile Analytics

WORK EXPERIENCE

Amazon Web Services, Inc.

Portland, USA

Cloud Support Associate, Analytics Team

July 2019 – present

- Resolved 115 cases raised by AWS customers to *AWS Premium Support* providing high quality experience for AWS customers using *Amazon's* leadership principles
- Focused approach to resolve customer cases across 12 AWS services consisting widely used AWS Services like Kinesis, Redshift, Sagemaker, EC2 and others
- Managed complex technical case escalations with AWS Service Teams resolving cases acc. to customers' expectations
- Extremely motivated and passionate about serving customers in utilizing AWS services and becoming "voice of the customer" to the development teams for recurring issues or feature requests
- Finished 50 training sessions on internal platform - *KNet* about various AWS Services offered under Analytics, Big Data, Databases, Developer & Mobile Services and Deployment

Larsen and Toubro, Electrical & Automation

Mumbai, India

Senior Engineer, IT Business Solutions Team

July 2014 - May 2017

- Build predictive and prescriptive analytics models to automate and optimize inventory process metrics; developed inventory forecasting strategies increasing inventory turnover by 6%
- Designed Analytics Dashboards using *Tableau* for calculating *Overall Equipment Efficiency (OEE)* of 12 production machines to meet end-users requirements for *Internet of Things (IoT)* project
- Product Owner of plant maintenance mobile app involving documentation of business requirements, request for proposal and go-live process; trained users to use app decreasing *Mean Time to Repair* of 12 machines by 20%
- Developed and implemented project plan within estimated timeframes and efficient use of resources to put approval process of production routing using *SAP Engineering Change Management*

PROJECTS - TEXAS A&M UNIVERSITY

Investment Funds Allocation for High ROI | (Tech Used: XLMiner/ Tableau):

- Analyzed loans data by building predictive model to classify loans and predict losses from defaulted loans with a precision of 0.95 and recall of 0.92
- Allocated \$10 million funds using prescriptive analytics and designed results in *Tableau* dashboards and stories

Data warehouse for Retail Chain | (Tech used: SQL Server/SSIS/SSAS/SSRS):

- Identified and documented 10 business questions by studying enterprise-level data to suggest pricing strategies
- Created *ETL* workflows to process a data load of 6GB and designed data warehouse architecture and database to develop reports and cubes answering business questions formatted in a consulting report

LEADERSHIP

- Mentored 4 new-hires in AWS to become proficient in AWS ES, Kinesis, Redshift and support case management
- Organized Texas A&M Career-Fair presentations by EY, Dell and Deloitte enhancing college-corporate relationship