PRATEEK SHRIVASTAVA

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SKILLS

- **Programming Knowledge:** Python, Ruby, PowerShell, Shell Scripting, TensorFlow, OpenCV, R, Flask, SQL, Spark, HTML5 CSS
- **Databases:** InfluxDB, PostgreSQL, Oracle 10g, Hive, Hadoop

- **Methodologies:** Devops, Agile, Waterfall, MVC Model.
- **Tools:** Jupyter Notebook, SageMaker, PyCharm, RStudio, AWS, Tableau, Grafana, Weka, Rapid Miner, GitHub, Putty, confluence, Pingdom, VictorOps.

EXPERIENCE

Data Analyst, Coupa Software, May 2018-now
Dublin Ireland.

- Leveraged ESD and isolation forest model in AWS SageMaker to detect the anomaly in HAProxy load balancer logs (GBs) to identify the DOS & DDOS attacks.
- Created Dynamic dashboard in Python for visualising the category of the Incidents received daily by the Global team using VictorOps API automation.
- Applied Statistical methods like IQR, SESD, Zscore to detect the anomaly in Jira KPI dataset (GBs) for tuning the performance matrix on MTTA, MTTR.
- Applied Holt-Winters model on time series data for predicting the customer instance % uptime in Grafana.
- Created the customer service matrix in R to improve the internal status page for up/down/paused events on customer instances.
- Created the automated reporting workflow for customer service entitlements using Ruby and PostgreSQL.
- Created the Grafana dashboard for reporting the daily Pingdom Uptime data for all the customer instance using InfluxDB.
- Developed the automated reporting dashboard in Tableau for weekly Jira (JQL) workload analysis.
- Created and presented monthly workload/KPI reports to senior leadership.

Automation Engineer, Amdocs India, Oct 2016-July 2017
Pune, India

- Proposed and implemented the activity library model and MTV concepts in Unix using Ginger tool which reduced the manual work from 26 to 10-man hours.
- Migrated the front end (HTML, CSS) code of legacy application using Python Beautiful Soup library.
- Analyzed the Billing Account Numbers using Tableau and regularly created data visualization to gather insights on customer billing data which reduced the effort by 35%.

System Engineer, Tata Consultancy Services (TCS), July 2012-Sep 2016

Pune, India

- Implemented the shell script to automate the Service Now reports and incidents, helping the end user in getting the early resolution which increased Customer Satisfaction by 10%.
- Wrote the shell script to get the periodically deactivated Customer ID and reported this to all stockholders.
- Automated the SQL script for generating the front-end API's reports to customers, reducing the manual effort by 30%.

EDUCATION

Master of Science
Data Science, University College Dublin, Ireland, August 2018
Secured Global UCD Student Scholarship (6000 euros).

Bachelor of Engineering
Information Technology (Hons), Rajiv Gandhi Technical University Bhopal, India, July 2012
Graduated with First Class with Distinction (1:1)

ADDITIONAL SKILLS:

- Self-Motivation:
  - Took initiative and implemented the automated access provisioning for new hires which reduced the manual efforts and helped in smooth onboarding.
  - Developed my portfolio website in Python (Django) for improving my web designing and cloud computing skills.
- Leadership and Management:
  - Mentored the Interns to understand the real world data science problem use cases and driving solutions.
  - Helped the new hires to speed up the onboarding by providing cogent documentation and process runbooks. Took various knowledge transition session to give the hands-on on various tools and technologies used by the team.
  - Collaborated with Support leadership (Customer facing) to define the new business requirements and took timely feedback on developed solutions.
- Communication Skills:
  - Represented Coupa data science initiative in CeADAR UCD Dublin.
  - Created various Confluence pages for documenting the process, runbooks, service matrix, workflows, user guides, feature requests etc.
  - Conducted quarterly retrospective meetings with peers and senior managements to improve the current process and finding the pain points.
  - Delivered functional presentations for Support/SRE team on new automation and reporting dashboards.

CERTIFICATIONS:

  - Python for Data Science, Statistics, Ginger