

# PRATOSH KANNADASAN *Data Scientist*



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## 📄 Summary

Data Science graduate with hands-on experience in NLP, LLM integration, and analytics dashboarding. Delivered impactful AI solutions during internship using Python, SQL, and Power BI, driving automation and insight at scale. My academic excellence, leadership in technical and community initiatives, and passion for solving real-world problems position me as a valuable asset for forward-thinking tech teams. passionate about transforming data into intelligent solutions that solve business challenges and drive innovation.

## 🎓 Educational Background

10/2022 – Present Kuala Lumpur	<b>Bachelors of Operations Research with Data Science</b> <i>National Defence University of Malaysia</i> <ul style="list-style-type: none"><li>• Cumulative CGPA: 3.89</li><li>• Dean's List: Sem 1 – Sem 5</li></ul>
07/2021 – 05/2022 Perak	<b>Matriculation</b> <i>Perak Matriculation College, Gopeng</i> <ul style="list-style-type: none"><li>• Cumulative CGPA: 3.96</li><li>• Malaysian University English Test (MUET): Band .5</li></ul>

## 📁 Projects

### Classroom Face Detection Attendance System using Python

Developed a Python-based real-time face recognition attendance system with Python and OpenCV.

### Smart Assignment System

- Designed an intelligent task routing system using rule-based algorithms and customer-agent matching logic.
- Increased assignment accuracy by 35% and reduced wait times by 20%.

### QA DSAT Scrubbing Using LLM

- Developed a pipeline leveraging OpenAI's GPT-4 to identify and extract low-satisfaction cases from QA transcripts.
- Achieved 92% accuracy in DSAT classification and automated weekly scrubbing reports.

### Smart Ticket Routing Bot (NLP-Powered)

- Built a prototype to classify incoming CRM tickets based on customer intent using NLP (SpaCy, Scikit-learn).
- Enabled routing automation based on ticket scenario, improving triage time by 40%.

### CRM System Tester & Analyst

- Served as functional tester and analyst during CRM module revamp.
- Created test cases, documented bugs, and worked closely with developers for issue resolution.

### Dashboard & Data Visualization for Large Datasets

- Cleaned, aggregated, and visualized customer feedback using Power BI and Pandas.
- Enabled the QA and Customer Ops teams to identify trends across 10k+ records.

## Skills

### Programming & Development ● ● ● ● ●

Python (Pandas, NumPy, Scikit-learn, OpenCV), R, SQL, Flask, JavaScript, Matlab, SQL

### Tools & Visualization ● ● ● ● ●

Power BI, Matplotlib, Seaborn, Git, Dash, Plotly

### Operations Research

Mathematical modeling, Linear and Integer Programming, Network Flow Optimization.

### Machine Learning & AI ● ● ● ● ●

Predictive Modeling, NLP, LLM Integration, ARIMA, LSTM, Prompt Engineering

### Blockchain Technology

Designing and Implementing secure Blockchain solutions and protocols.

### Soft Skills

Analytical Thinking, Communication, Team Collaboration, Problem Solving, Dedication

## Languages

English

● ● ● ● ●

Bahasa Malaysia

● ● ● ● ●

Tamil

● ● ● ● ●

## Achievements

### Anugerah Badan Pelajar Program Sukan dan Rekreasi Terbaik

- Awarded for exemplary leadership and outstanding contribution to sports programs.

### Top 6, Top Coders 2024 National Finals

- Secured a national-level position in a competitive programming event.

### Bronze Medal, Defence, Security, and Sustainability Exhibition (DSS 2024)

- Recognized for exceptional project contribution.

### Dean's List for entire academic semesters

- Consistently honored for academic excellence across all semesters.