Akash Ramkumar

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Experience

LTI   **Sep 2019 –**
Data Scientist

❑ **Customer Operations Data Analytics:**

   Currently involved in building a PoC for a banking client to enable better decision making using unstructured data.

Sources are Service Now and Oracle. Work on identifying the root causes of issues and incidents created and classify incidents to enable better allocation of those incidents to various teams. Tech stack – Python, Oracle SQL, Cognos for Visualization. Methodologies – NLP(Topic modeling, text similarity, text clustering).

CDM SMITH   **May 2018 – Aug 2019**
Data Science Consultant

❑ **Opportunity Prediction Model** - Created a predictive model that would help in identifying the winnable opportunities/projects to bid for. Resulted in saving approximately $120,000 in expenses towards pursuing the project. The current model in production was built using Python and the classifier is a Hard voting Ensemble using Xgboost and Random Forest. It was deployed in the Salesforce platform.

❑ **Video Analytics** – Worked on creating a deep-learning based application to identify vehicles in a traffic video feed. Use case was to efficiently monitor and maintain highway tolls in the United States. Tools and frameworks used were Python(Tensorflow/keras) with Opencv, Microsoft Azure Custom Vision. Initial model was based on YOLO pre-trained Convolution neural network. Current model being used is using Microsoft's Azure ML platform which uses pre-trained models under the hood and provides you with an API to get the predictions.

❑ **Storage Performance Analysis** – Identify which storage platform is performing well among AWS and AZURE for networking and data retrieval purposes. Used statistical tests(two-sided t-test) to understand which platform was better. Based on the results, confirmed that the new system is better and thereby improve network performance.

GROUPON   **July 2016 – May 2018**
Business Analyst (Data Sciences)

- ❑ **Prediction of Tickets Resolved (In-House):** Predict the number of tickets that will be resolved by a customer service agent. Resulted in efficient allocation of customer agents to various In-house teams. <u>Methodologies</u>- Statistical and Machine Learning Algorithms; Tools used – SQL, Python, Tableau.
- ❑ **Classification of Merchants:** Classify/Segment merchants into categories. Resulted in Merchant engagement team using the categories to effectively come up with discounts for customers/merchants. Tools used – Hadoop-Hive, Sqoop to transfer data, SQL, Tableau and R. Used K-means Clustering to segment the merchants.
- ❑ **NLP/Customer Sentiment Analysis:** The objective of this project was to extract the frequently asked questions asked by users on groupon.com/customer_support and visualize them, particularly on the 'contact-us' channel and also query and extract reviews for coupons sold to understand the sentiments. Used NLTK, Spacy for text-preprocessing and built 3 ML classifiers – Logistic Regression, Naive-Bayes and SGDClassifier.
- ❑ **BI & Data Engineering Projects:**
  - Work with stakeholders to build BI reports and dashboards using Tableau (9.1, 10.1, 10.2) and Alteryx for data transformation and intermediate layer.
  - Write Views and other database actions using SQL in Teradata environment that support the front-end dashboards.
  - Managing data transfer from Teradata to Hadoop environment using Sqoop/In-house ETL tools.
  - Worked on building dashboards using visualization tools like D3.js and Qlik
  - Robotic Process Automation using Python and selenium.
  - ***Web Experiments*** - Conduct A/B tests, Hypothesis tests on Groupon's website data and understand the root causes of various activities – Tools used - R, Hive, SQL, Tableau.

AMAZON   **January 2014 – July 2016**
Senior Analyst

As Part of my responsibilities, I managed catalog for Clients/Vendors and ensured the items were set up on the Catalog. Marketplace – Canada. Tools used – Python, VBA, Postgre SQL, MS Access DB, HTML, JavaScript, CSS.

- ❑ Was also involved in creation of reports using MS Excel, MS SSRS, MS SSIS and dashboards as part of the metrics to sync up with the on-site retail team.
- ❑ Worked extensively on automating the day-to-day work processes for different teams and marketplaces across the Retail Business Service vertical of amazon. Some of them include Internet crawlers and report-based automation. – Languages used – Python, VBA.
- ❑ Business Intelligence using tableau to understand the patterns of vendor submissions, prices of the products against each Categories and to report the same to the retail team on-site, used Postgre SQL, R and Tableau for the same.

INFORMATION DYNAMICS   Aug 2012 – Dec 2013
Database Developer

- ❑ Was involved in developing data-centric applications for the Shipping Corporation of India.
- ❑ Used SQL, PL/SQL (Procedures, Packages, Triggers and other database - oriented actions) queries and programs in day-to-day activities and maintained the database services that supported the front-end applications developed using Oracle developer suite.