

Akash Ramkumar

SENIOR DATA SPECIALIST

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SUMMARY

Experienced in setting up Data Warehousing and database designing, Analytics, Data Strategy, and building Business Intelligence / ML applications for clients in the E-commerce, Construction and Banking Space. Hands-On at setting up data lakes, Building data pipelines, Machine learning models, and BI dashboards. Aiming to leverage my skills to successfully help companies make data-driven decisions.

SKILLS

Programming -
Python, R, JavaScript,
HTML



CI/CD - Jenkins,
Autosys, RLM



Databases -
SQL(Oracle,
Teradata, Microsoft,
Postgres), MongoDB



Big data
ecosystem(Spark,
Hadoop, Hive,
Sqoop, Kafka)



BI - Tableau,
PowerBI



Cloud - AWS, GCP



OS - Linux, Windows



Containers - Docker,
Kubernetes



Web Analytics -
Google Analytics



EXPERIENCE

Senior Data Specialist

LTI, Bengaluru Sep 2019 - Present

- **Customer Operations Data Analytics:**

The Requirement is to analyze customer ticket volumes coming in for various Business units across the CITIBANK operations team. The categorization is done by an ML model. My responsibilities include building dashboards, data lakes that power the front-end reporting, as well as data strategy to help reduce volume inflow.

- Data Source – Service Now and Oracle Database.
- Tech stack – Tableau, Oracle SQL, Unix, Python, Spark, Jenkins, Bit Bucket.

Anytics Consultant

CDM SMITH May 2018 - Aug 2019

- **Opportunity Prediction Model** - Created a predictive model that would help in identifying the winnable opportunities/projects to bid for. This 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. The use case was to efficiently monitor and maintain highway tolls in the United States. Tools and frameworks used were Python(Tensorflow/Keras) with Opencv, and Microsoft Azure Custom Vision. The initial model was based on YOLO pre-trained convolution neural network. The 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 improves network performance.

Business Data Analyst

Groupon *Jul 2016 - May 2018*

- **Prediction of Tickets Resolved (In-House):** Predict the number of tickets that will be resolved by a customer service agent. This resulted in efficient allocation of customer agents to various In-house teams. Methodologies- Statistical and Machine Learning Algorithms; Tools used – SQL, Python, Tableau.
- **Classification of Merchants:** Classify/Segment merchants into categories. This Resulted in the 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.

- **Other BI Activities**

1. Work with stakeholders to build BI reports and dashboards using Tableau (9.1, 10.1, 10.2) and Alteryx for data transformation and the intermediate layer.
 2. Write Views and other database actions using SQL in Teradata environment that support the front-end dashboards.
 3. Managing data transfer from Teradata to Hadoop environment using Sqoop/In-house ETL tools.
- **Web Experiments** - Conduct A/B tests, Hypothesis tests on Groupon's website data extracted via Teradata/Google Analytics and understand the root causes of various activities – Tools used - R, Hive, SQL, Tableau.

Senior Analyst

Amazon *Jan 2014 - Jul 2016*

As part of my responsibilities, I managed catalogs for Clients and Vendors and ensured the items were set up in the Catalog. Marketplace – Canada. Tools used – Python, VBA, Postgres, MS Access DB, HTML.

1. Was also involved in the creation of reports and dashboards using MS Excel as part of the metrics to sync up with the on-site retail team.
2. 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.
3. Business Intelligence reports using Tableau to understand the patterns of vendor submissions, and prices of the products against each category and to report the same to the retail team on-site, using Oracle SQL and Tableau.

Database Developer

Information Dynamics *Aug 2012 - Dec 2013*

- 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.

EDUCATION

Bachelor's Degree in Computer Science

Hindustan University *Aug 2008 - Jun 2012*

Post Graduate in Analytics

Great Lakes Institute of Management *Jun 2015 - Jun 2016*

LANGUAGES

English



Tamil



Hindi

