Arun Jesuraj

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Summary

- 10 years' experience in IT industry whereas around 8 years of experience in Oracle Applications (SQL) in Supply chain domain.
- More than 2 years of experience into data science projects & working closely to business partners.
- Experience in developing statistical/Machine Learning/Deep Learning models using various techniques and technologies using Python.
- Provided EDA to uncover meaningful patterns out of data using Python.
- Ensuring that analysis are delivered on time with more focused on client & business satisfaction
- Proactively seeking for the opportunities to increase the value of analysis.
- Transformed business value out of data using analytics.

Experience

Jun 2019 – present	**Sopra Steria**	- Technical Lead
Feb 2017 - Jun 2019	**4i Apps**	- Senior Technical Consultant
Nov 2014 - Jan 2017	**NTT Data**	- Business Consultant
May 2012 - Nov 2014	**Chain-Sys**	- Oracle Apps Technical Consultant
May 2011 - May 2012	**Imbue Tech**	- Pl/sql Developer

Projects

Project Title: "Predictive Maintenance"
Project Description: We are working on predictive maintenance solution for US Airlines, we need to understand various patterns in their scanner failure and we need to automate the process of fixing the scanner before a scanner about to fail. We need to predict the survival gap of the different scanners based on time intervals, encoder rate and pixel values, with the help of survival gap we need to fix the encoder component before it going to fail.

Project: "**Adding Intelligence to our CRM and improving Sales ratio**"

Project Description : By understanding the Customer pattern classifying the customers whether they are going to buy or not with our product.

Roles and Responsibility:
- We captured the information from the clients CRM and started analyzing the entire fields and how sales are changing based on other parameters.
- Based on customer status identify the topic whether the customer showing interest or not towards our product.
- Clean the data and find importance of the word.
- Based on EDA we understand our data has imbalanced, so convert oversampling our data.
- Cross validate the data and applied in various algorithm in various vectorized data.
- We applied the data in LSTM method also.
- With the help of random forest we solved this problem.

Project: "Service Ticket Allocation"
Project Description: My client company delivering wide range of products to their customers. Due to more issues from the customers, even the service team taking huge amount of time to close a ticket. We built a solution to reduce the ticket closing time.
Roles and Responsibility:
- Based on the problem we though to automate the process of ticket allocation to concerned team member based on the ticket, based on time taken by a team member and based on its severity.
- We looked into the nature of data, most of the data was text format so by using NLP we converted this text data into vector representation
- We built wordcloud to understand which issues are highly generated, which issues are taking more time and we captured more information on high repeated information.
- Built the Tf-Idf and then to Naïve bayes to classify concerned team member allocation
- Naïve bayes algorithm to give equal importance to each and every term in Tf-Idf

Project: "Customer Service Request Analysis"
Project Description: My client receives many service requests in daily basis. We have Performed a service request data analysis and provide the detailed output.
Roles and Responsibility:
- data wrangling techniques to understand the pattern in the data.
- visualize the major service request types.

Education

2011	Master of Computer Applications (MCA) (67%) Madurai Kamaraj University.
2008	Bachelor of Science : Mathematics (68%) Madurai Kamaraj University.

Technical Skills

Programming/Scripting:	Python, sql, plsql
ML & DL Concepts :	Regression, Decision Tree, Bayes, SVM, Ensemble, Clustering, CNN,RNN
NLP	Sentiment Analysis, LSTM
Computer Vision	Image Classification, Object Detection
Web Services	Flask API
Annotation Tool :	Labelimg, Labelme
Tools/IDE :	anaconda, spyder, Jupyter Notebook, Pycharm
Cloud :	AWS
Project Methodology :	Agile
Data Base :	Oracle, basic knowledge in big data