

Ravinder Saluja

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Summary

Machine Learning Engineer with background in Big Data and Visual Analytics. Experience with creating Machine Learning applications for the telecommunication service industry and working with text as well as speech data. Comfortable working with several frameworks including *Pandas*, *Numpy*, *Scikit Learn*, *Keras* and *Selenium*. Passionate about programming, open-source technologies, deep learning algorithms, and continuous self-learning.

Education

Tech Mahindra Business Services

Mumbai, India

ANALYST

May 2019 – Present

- Implementing Machine Learning models and using them for various ongoing projects.
- End-to-end project management, communicating with the stakeholders, understanding the business requirements and delivering projects accordingly.
- Taking suggestions from stakeholders for improving and making the models better.
- Automating various manual processes with the help of Python.
- Making decks and dashboards for better visualization of the data, thus making derivation of insights easier.
- Leading a team, for scraping data from the web and building a dashboard for improving the advisor efficiency.

MANAGEMENT TRAINEE

Jan 2019 – Apr 2019

- Worked on building classification models – Naïve Bayes for predicting the contact reason of the customer which helped the Advisor in resolving the customer's queries efficiently thus making the customer experience better.
- Built dashboards using D3.js for showcasing the key contact center KPIs in an interactive manner.

Edwise International LLP

Mumbai, India

FACULTY

May 2017 – Jun 2018

- Taught quantitative analysis to students appearing for international standardized tests like GRE, GMAT and SAT in group settings.
- Trained newly recruited faculty members for different branches.

Education

S.P. Jain School of Global Management

Mumbai, India

Professional Certificate Program in Big Data and Visual Analytics.

Class of 2018

Watumull Institute of Electronics Engineering and Computer Technology, Mumbai University

Mumbai, India

B.E. Electronics and Telecommunication.

Class of 2016

Projects

Current Project: CPP PREDICTION, Python (pandas, sklearn) | Analyst, Tech Mahindra Business Services

- The objective is to predict the change in price plan of a customer by training the model on the existing customer demographics and other details.

SPEECH ANALYTICS, Python (ffmpeg, SpeechRecognition) | Analyst, Tech Mahindra Business Services

- The aim of this project was to transcribe the speech of the advisor and the customer into text and then further do the speaker diarization for the same.

SOCIAL MEDIA ANALYTICS, Python (pyquery, requests, BeautifulSoup) | Analyst, Tech Mahindra Business Services

- Developed scrapers for social media websites like Twitter and Trustpilot for scraping the tweets and reviews about the client and the competitors.
- Deployed this on the AWS Instance

NEXT BEST ACTION, Python (pandas, nltk, sklearn - Naïve Bayes & keras - Ann) | Analyst, Tech Mahindra Business Services

- The objective was to prepare a classification model that would categorise the type of text data received on real time basis and give the advisor suggestions as to what next steps should be taken.
- Approach: Clean the text data using various methods of the NLTK library and create some own methods for correcting spelling mistakes, preparing word list dictionary, and finally a Document Term Matrix which was passed to the classification model.

UK MOBILE MARKET, Python (Selenium, AWS EC2 Instance) | Analyst, Tech Mahindra Business Services

- Developed scrapers for various telecommunication websites in the UK with the help of selenium and extracted fields which included their price plans which helped with the tariff comparison and deployed these scrapers on AWS EC2 Instance so that the data could be fetched at a scheduled time.

CUSTOMER PHONE BILL - PDF SCRAPING, Python (regex) | Management Trainee, Tech Mahindra Business Services

- The objective was to scrape the phone billing information of the customer from a pdf file and store the information thus scraped in a structured form in an SQL database.

ATTRITION DATA AUTOMATION, Python | Management Trainee, Tech Mahindra Business Services

- The aim of this project was to automate the entire data uploading cycle of employee information right from downloading the spreadsheets from Microsoft Outlook to uploading it to the SQL Server database.

Data Science Tools _____

Programming Languages and Tools: Python: 1 year 10 months, SQL: 1 year 10 months, R: 4 months, Tableau: 4 months

Frameworks _____

Data Processing and Model training/evaluating: Keras, SK Learn, Pandas, Numpy, NLTK.

Development: Selenium, Requests, BeautifulSoup, T-SQL, Git.

Data Visualization: Pandas, Tableau, D3.js, Matplotlib, Seaborn, Bokeh, Plotly.

Community _____

Organisation/Groups

- Member at Google Developers Group.
- Member at PyData – Mumbai.
- Member at AIDL (Artificial Intelligence & Deep Learning)

Additional Certification _____

- IBM AI Engineering Specialization

Credential ID: 9FYWT34G9QJT

Languages _____

English, Hindi.