

Reema Raghava

DATA SCIENCE PRACTITIONER | SR. PROJECT MANAGER

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- *visa*: valid US H1-B till March 2026

SUMMARY

DATA-DRIVEN LEADERSHIP | AI/ML & ANALYTICS | AGILE PROJECT EXECUTION | STAKEHOLDER & RISK MANAGEMENT | PMP CERTIFIED

Blending 20 years of enterprise project leadership with hands-on expertise in data science, AI, and machine learning to deliver innovative, data-driven solutions. Proven track record in strategic planning, enterprise roadmaps, and leading cross-functional teams to execute large-scale, transformative technology initiatives.

- Hands-on experience in **data science and machine learning**, with real-world projects in fraud detection, recommendation systems, and predictive analytics.
- Proficient in **Python, Pandas, NumPy, Scikit-learn**, and **Tableau** for data wrangling, modeling, and visualization.
- Strong background in **Agile project management**, requirements gathering, **stakeholder engagement**, and leading cross functional teams to deliver high-impact solutions.
- Technical expertise in **Java, API integration (SOAP/REST)**, and **cloud platforms (Azure/AWS)** for building scalable backend and cloud-based architectures.
- Recognized for driving digital transformation, infrastructure optimization, and **enterprise-wide technology initiatives** aligned with business strategy.
- Experienced in **budgeting, OPEX/CAPEX management** and aligning technology investments with organizational goals.
- Passionate about **leveraging AI/ML to generate insights**, optimize decision-making, and deliver innovation across business domains.

PROFESSIONAL DEVELOPMENT

AI Projects

Jan 2025-Present

FRAUDSLEUTH – AI-POWERED FRAUD DETECTION AGENT

- Built an LLM-based agentic AI system to assess fraud risk, combining vector search and real-time fraud APIs.
- Integrated multi-tool orchestration for explainability and reasoning.

Tools: Python, IPQS API, LangChain, ChromaDB, Gemini, Vertex AI

DIAMOND PRICE PREDICTION

- Developed a **regression pipeline** to predict diamond prices, conducted **EDA**, optimized models through **hyperparameter tuning**, and deployed a **prediction API** with an interactive **web interface for user input and results display**.

Tools: Python, Pandas, Numpy, Plotly, XGBoost, RandomForest, Optuna, FastAPI, Streamlit, Render

Data Science and Artificial Intelligence Certification - IIT, Roorkee

Apr 2024-Apr 2025

- Covered machine learning, deep learning, NLP, statistics, and business applications.

Project Management Professional (PMP) Certification - PMI

Jan 2024-Jun2024

- Strengthened formal project management expertise with a focus on Agile, risk management, and stakeholder engagement.

WORK EXPERIENCE

Alpha Fintech by PPRO/Alpha Payments Cloud - Fort Myers, Florida

Oct 2015-May 2023

HEAD OF IT OPERATIONS

- Led **cross-functional** teams of **25+ members**, managing **full project lifecycle** with a focus on scope, timeline and budget alignment.
- Directed **DevOps, cloud and IT support operations**, streamlining **incident management workflows**, reducing MTTR, and enhancing **service availability and reliability**.
- Implemented structured **change management processes**, including **impact analysis, approvals, and communication planning**, to ensure minimal disruption during project execution.
- **Boosted release frequency** by 80% by introducing **CI/CD pipelines, change control boards, and deployment automation** aligned with compliance standards.
- Migrated critical on-premise systems to **Azure Cloud**, and transitioned architecture from **Mesos to Kubernetes**, improving scalability, orchestration, and performance.
- Drove **Agile transformation** by coaching teams on **Scrum and Kanban**, resulting in faster delivery and **30% reduction in project delays**.
- Defined **project charters, roadmaps, and governance plans** with a strong stakeholder focus.
- Improved **20% productivity** through optimized resource allocation and capacity planning.
- Oversaw **data architecture and integration** using **Postgres and MongoDB**, while ensuring data quality, governance, and reporting readiness.
- Enhanced **monitoring and troubleshooting**, utilizing **ELK Suite and Grafana**, leading to 40% faster issue resolution.
- Recruited, trained, and **mentored IT teams**, improved retention, and performance.
- Ensured **customer satisfaction** via fast escalation handling and **KPI/SLA governance**.

Trident Consulting Inc - San Francisco, California

Apr 2013-Sep 2015

SOFTWARE DEVELOPMENT ENGINEER/TECHNICAL PROJECT MANAGER

- Developed and executed detailed migration plans, timelines, and risk mitigation strategies at Gap.
- Collaborated with IT, business units, and external vendors to align migration goals with business objectives.
- Conducted manual code review to identify and resolve incompatibilities for migration to Tomcat.

Chetu Inc - Miramar, Florida

Jan 2012-Apr 2013

TECHNICAL PROJECT MANAGER

- Managed multiple teams across finance/retail domains and tracked project milestones.
- Oversaw client requirements, ensured seamless deployment, and used tools like VISIO, Bugzilla.

Infosys Technologies Ltd - Plano, Texas/Chicago, Illinois

Nov 2007-Dec 2011

JAVA TECHNICAL LEAD

- Led several initiatives across retail/insurance industries for clients such as Allstate, Sears, JCPenney, KraftFoods.
- Supervised end-to-end project lifecycles and coordinated cross-functional collaboration.
- Supported data center transitions and system reliability initiatives.

Syntel Inc - Mumbai, India/San Francisco, California

Feb 2003-Oct 2007

DEVELOPER/TECHNICAL LEAD

- Led Wells Fargo internal system support and enhancement.
- Managed estimation, planning, and delivery across development and L2 support teams.

EDUCATION

- **Executive Post Graduate Program – Data Science and Artificial Intelligence, 2025**
IIT-Roorkee - Online, India
- **Master of Computer Applications (MCA), 2003**
SNDT Women's University - Mumbai, India
- **Bachelor of Science with Honors - Statistics, 2000**
Delhi University – Delhi, India

CERTIFICATIONS

- **PMI-PMP Certified, 2024**
- **AI-900: Microsoft Azure AI Fundamentals, 2023**
- **Sun Certified Programmer for the Java 2 Platform (SCJP), Std Ed 1.4, 2008**

PROFESSIONAL SKILLS

Programming Tools	Python, SQL, Java/J2EE, Git, Jenkins, Octopus
Machine Learning AI	Deep Learning, Gen AI, Sci-kit Learn, NLP, ComputerVision, TensorFlow
LLM Agentic AI	Open AI API, LangChain, ChromaDB, Multi-Agent Systems (MAS)
Data Science Analytics	Pandas, NumPy, Tableau, Data Wrangling, Feature Engineering
Cloud Platforms	Microsoft Azure (AKS, ML Studio), AWS (SageMaker, Bedrock), GCP (Vertex AI)
Devops Monitoring Tools	Splunk, AppDynamics, Nagios, ELK Stack, Grafana
Databases	PostgreSQL, MongoDB, Oracle, MySQL
Project Management Tools	JIRA, Confluence, MS Project

AWARDS AND HONORS

- Infosys - Bravo! (On the spot award), Q2-FY-11
- CROWN - Retail Award for Excellence from Infosys
- Kraft eXtreme Project Delivery Award for extraordinary efforts towards completion of the Kraft Foods Data Center Migration Project, 2009
- Wells Fargo significant contribution award in recognition of Outstanding Performance in Wells Fargo Wholesale AES Project, 12/2006
- Syntel Star Team Award for outstanding demonstration of the Syntel value SMART, Q3 2006
- Syntel Outstanding Performance Award for excellent contribution, 12/2003