Sagar Thacker

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Data Analyst

One year experienced data analyst armed with a PG Diploma in Machine Learning & Artificial Intelligence Professional. Passionate about solving pressing challenges across computational linguistics, healthcare, and information access. Proficient in developing complex machine learning and statistical models for identifying patterns and extracting valuable insights.

Skills

Python	Natural Language Processing
Predictive Modelling & Analytics	Data Analytics
Statistics	Java

Professional Experience

Jan'20 – Present

Data Analyst
FedEx, Mumbai

Revenue Forecast (Ongoing)
- Revenue forecasting is valuable for any business so that they can make an informed decision
- Developed a time series model to estimate the revenue for the next financial year with less than 10% error on the previous year

Proposal Classification (Ongoing)
- Proposal submitted by the clients might take hours or a couple of days for the analyst to analyze and report back to the client whether to negotiate or accept the proposal
- Worked with stakeholders to collect the captured data point and collaborate with different departments

Customer Feedback Classification (Ongoing)
- Analyzing the customer feedbacks and channelizing them to relevant departments for efficient and prompt resolution.
- Overcame challenges of class imbalance using Easy Data Augment technique and text representation by using TF-ICF vectorization technique.

Sentiment Analysis
- Previously build solution identified positive, negative, and neutral sentiments
- Replaced the previously built solution to identify satisfied, angry, frustrated and dissatisfied sentiments in the feedbacks
- Overcame challenges to create features that would indicate towards each sentiments
- Developed a model that will identify customer sentiment towards the services in online feedback with an AUC score of 86%

Jul'18 –   **Assistant System Engineer**

Nov'19   Tata Consultancy Services**,** Chennai

WealthDesk Desktop Application
- Created models of application behaviour in Agile Requirements Designer (ARD) tool to automate test script generation which led to 80% reduction in time from writing all the test cases manually
- Performed end-to-end application testing to ensure robustness of the application
- Performed risk analysis and communicated risks associated with code releases

Education

Jan'19 – Feb'20   **PG Diploma in Machine Learning & AI**
International Institute of Information Technology, Bangalore

Aug '14 – Jun '18   **B.E. – Computer Engineering**
Ramrao Adik Institute of Technology, Navi Mumbai

Machine Learning Projects

1. Reduce the use of remote to control the TV using gesture recognition
    - Designed a model via 3D-Convs that can recognize five different gestures (Increase/Decrease the volume, Jump Backwards/Forwards 10 secs, Pause the video) performed by the user
    - Developed a model with an a**ccuracy score** of **92%**

2. Classify handwritten digits between 0-9 using the MNIST dataset
    - Developed a **complete neural network using Numpy** to classify the handwritten digits
    - Developed a neural network with an **accuracy score** of **86.7%**

3. Eatit Restaurant Bot
    - A conversational bot (chatbot) which can help users discover restaurants across several Indian cities.
    - The bot can efficiently find restaurants based on price range, location and favourite cuisine in Tier-1 and Tier-2 cities in India. Also, email the list of top 10 restaurants if users wants to
    - Overcame challenges to handle common synonyms of Indian cities like Bombay/Mumbai, handling tautology.

Certifications

Jun '18 – Present   Machine Learning (Coursera)
Mar '18 – Present   Python for Everybody Specialization (Coursera)

Languages

English   **Hindi**
Full Professional Proficiency   Full Professional Proficiency