

# Sagar Jitendra Thacker

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## EDUCATION

**State University of New York at Buffalo (UB), NY**

August 2021 - Present

MS, Computer Science

**International Institute of Information Technology, Bangalore**

January 2019 – February 2020

Post Graduate Diploma in Machine Learning & Artificial Intelligence, GPA 3.92/4.00

**University of Mumbai**

August 2014 – June 2018

Bachelor of Engineering, Computer Science and Engineering, GPA 8.69/10.00

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## SKILLS

**Programming Languages:** Python, Java, SQL

**Libraries:** sklearn, Tensorflow, Keras, spaCy, numpy, pandas

**Tools/Frameworks/Other:** MySQL, Django, Git, VS Code, Jupyter notebook, Azure

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## WORK EXPERIENCE

**Data Analyst, FedEx, Mumbai**

January 2020 – April 2021

- Developed customer feedback classification system and channelized them to relevant departments for efficient and prompt resolution with an Area Under Curve (AUC) of 89%
- Overcame challenges of class imbalance using Easy Data Augment technique
- Developed a model that will identify customer sentiment in feedbacks from the online feedback system to help streamline marketing objectives. The model had an AUC score of 86%
- Automated a manual procedure to scrape and transform data from competitor's service guides to compare FedEx's current market placement. This reduced the comparative manual efforts by over 90% and improved overall accuracy
- Developed a POC on classifying client proposals with a likeliness of activation for each proposal which can help a PA to prioritize and optimize its efforts to benefit the business with an AUC score of 80%
- Concurrently working on time series analysis to estimate revenue for the next fiscal year with less than 10% error on the previous year which helped interpret the impact of Covid on business

**Assistant System Engineer, Tata Consultancy Services, Chennai**

July 2018 – November 2019

- Created models of application behaviour in the Agile Requirements Designer (ARD) tool to automate test script generation which led to an 80% reduction in time from writing all the test cases manually
  - Performed risk analysis and end-to-end application testing to ensure the robustness of the application
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## PROJECTS

**Cab-driver Deep RL**

December 2019

- Taking long-term profit as the goal, optimize taxi driving strategies for profit maximization, potential retention and attract new cab drivers
- Developed a sound Reinforcement Learning (RL) based system using Deep Q-Learning algorithm for assisting cab drivers

**Hand Gesture Recognition to control Television**

October 2019

- Developed 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 accuracy score of 92% using Keras

**Restaurant Chatbot**

August 2019

- Developed a conversational bot that can help users discover restaurants across several Indian cities using Rasa Framework and Zomato API
  - The bot can efficiently find restaurants based on price range, location, and favorite cuisine in Tier-1 and Tier-2 cities in India. Also, email the list of top 10 restaurants if the user has requested the same
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## ACHIEVEMENTS

- Microsoft Certificate: Azure Fundamentals
- Awarded Star of the Learners Group at Tata Consultancy Services
- Certificate of Appreciation for Social Activities: Clean-up Drive, Tree plantation Drive, Teaching at Orphanage by Social Wing RAIT
- Certificate of Participation at Tata Crucible Campus Hackathon for West Zone Finalist
- The administrator of Social Wing, R.A.I.T.