

Sagar Jitendra Thacker

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EDUCATION

- **University at Buffalo, The State University of New York at Buffalo** Buffalo, United States
Master of Science - Computer Science; GPA: 4 Aug 2021 - Feb 2023
Courses: Information Retrieval, Data Models & Query Language, NLP & Text Mining, Modern Networking Concepts
- **International Institute of Information Technology - Bangalore** Bangalore, India
Post-graduation Diploma in AI and ML; GPA: 3.92 Jan 2019 - Feb 2020
Courses: Statistics, Machine Learning, Natural Language Processing, Deep Learning, Reinforcement Learning
- **University of Mumbai** Mumbai, India
Bachelor of Engineering - Computer Science; GPA: 8.69 Aug 2014 - Jun 2018
Courses: Analysis of Algorithms, Data Structures, Operating Systems, Web Development, AI, Machine Learning

EXPERIENCE

- **Manpower Group Services (Client: FedEx)** On Site
Data Analyst (Contractual) Jan 2020 - Apr 2021
 - Developed a customer feedback classification system to direct feedback to relevant departments for efficient resolution and increased customer satisfaction measures by 65% by utilizing Logistic Regression model.
 - Reduced manual efforts by over 90% and improved overall accuracy by automating scraping and data transformation from competitor's documents to compare FedEx's market placement.
 - Headed a team of 2 as part of the pricing team for implementing POC on classifying client proposals with a likelihood of bringing business over, helped a Pricing Analyst prioritize and optimize efforts by 40%.
 - Collaborated with multiple teams to implement time series analysis to estimate revenue for next fiscal year with less than 10% error on previous year helped interpret impact of Covid on business.
 - Redesigned customer sentiment classification system to streamline marketing objectives by 60%.
 - Incorporated Easy Data Augment technique to overcome data scarcity leading to 20% improvement in scores.
 - Translated key insights utilizing TIBCO Spotfire dashboards for presenting FedEx Express performance across different services, geographical regions, and account types.
 - Leveraged communication skills to streamline and elucidate story to senior leadership teams.
- **Tata Consultancy Services** On Site
Assistant System Engineer (Full Time) Jul 2018 - Nov 2019
 - Designed models of application behavior in Agile Requirements Designer (ARD) tool to automate test script generation leading to 80% reduction in time from writing all test cases manually.
 - Performed risk analysis and end-to-end application testing to ensure robustness of application.

SKILLS SUMMARY

- **Languages:** Python, C, C++, Java, SQL, JavaScript
- **Frameworks:** Numpy, Pandas, Scikit-learn, NLTK, SpaCy, TensorFlow, PyTorch, Keras, Transformers, Matplotlib, pytest
- **Web Stack:** HTML, CSS, Next.js, TypeScript, Node.js, React, Django, Flask, MongoDB, JSON, PHP
- **Tools:** Docker, GIT, Postgres, MySQL, SQLite, Oracle
- **Platforms:** Linux, Web, Windows, Raspberry, AWS, Azure
- **Soft Skills:** Time Management, Leadership, Communication, Collaboration, Creativity, Writing

PROJECTS

- **Twitter Search Engine (Web Development, Web Crawler, Search Engine, NLP, Cloud) (May 2022):**
 - Led a team of 4 to build a search engine allowing users to query COVID-19 related tweets and statistics.
 - Scraped approximately 250K tweets with Twitter REST API and indexed on Solr in Python.
 - Developed an LSTM-based model for multilingual sentiment detection having an F1 score of 0.89.
 - Deployed a web application on AWS EC2 via Flask endpoint and utilized HTML, CSS, JavaScript, and visualizations using Plotly.js to build frontend.
 - Tech: Python, Twitter RESTful API, HTML, CSS, JavaScript, AWS EC2, Plotly.js, Solr, Flask.
- **ERP Management Tool (Database) (May 2022):**
 - Devised and created backend architecture of system with PostgreSQL database.
 - Included features to perform CRUD operations via front end with streamlit, faceted search, etc.
 - Leveraged query optimization for faster retrieval of data to showcase different use cases related to business.
 - Tech: Python, StreamLit, PostgreSQL
- **Text Chat CLI Application (Computer Networks) (Feb 2022):**
 - Designed client-server app with of one server and multiple clients using socket programming in C over TCP/IP.
 - Incorporated client-side features such as login, send-message, and blocking and unblocking other clients.
 - Server-side features include buffer messages for clients not logged in, statistics of messages sent/received by clients, blocked list per client, and a list of client-relevant information such as IP address, port number, and status.
 - Tech: C