SAI KRISHNA GORIJALA

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OBJECTIVE

Experienced Data Scientist with a Master's in Computer Science and a solid background in software design and development. Skilled in various programming languages, including Python and SQL, with a focus on creating robust and scalable solutions. Seeking a Data Analyst role at Phillips Cohen (UK) Ltd to leverage analytical skills and contribute to optimizing collection strategy and target operating models..

EDUCATION

Master of Computer Science, University of Leicester, U.K   01/2020 to 07/2022
elevant Coursework: Machine Learning, Interactive System Design, Logic in Computer Science, Data Analytics.

Bachelor of Electronics and Communication Engineering, VFSTRU University, India   06/2013 to 05/2017
Minor in Business Management

SKILLS

Programming Skills:	Java, Python, R, SQL, Shell Scripting, Selenium
Frameworks Skills:	Django, Flask, Jenkins, Docker, Keras, TensorFlow
Soft Skills:	Analytical mindset, Clear and concise communication, Proactive, Teamwork
Tools and concepts:	Linux, CRM implementation, Office 365, HPSM, Windows.

EXPERIENCE

Application Developer   Aug 2017 - Oct 2019
IBM India Pvt. Ltd.   *Hyderabad, India*

- Served as an L3 Developer with the EMM team, focusing on rectifying defects in existing applications and conducting testing for upcoming functionalities within the framework. Developed automation scripts for repetitive tasks, streamlining processes as a Subject Matter Expert (STO).

- Utilized Jenkins tool for automating Application health checks and ensuring stability.

- Completed comprehensive training in Python, C++, and Electronics.

- Addressed various defects in TFSA (Task Force for Software Automation) and automated them in accordance with specified requirements.

- Created puppet scripts for infrastructure automation within the Infrastructure-As-a-Service (IAAS) platform.

- Demonstrated a commitment to high integrity, establishing trust, and consistently earning sustained credibility with both internal and external clients.

- Conducted observations, measurements, and tests at different stages in alignment with quality control plans.

- Inspected inbound and outbound products to ensure compliance with industry standards, company policies, and procedures.

- Developed and conveyed team communications and information for scrum meetings.

- Established and maintained collaborative working relationships with staff, resolving operational challenges through an interdisciplinary approach.

- Provided insights and initial training on ongoing projects to new team members, assisting them in acquiring the necessary expertise for their roles.

- Participated in and led code reviews, providing constructive feedback to team members and fostering a collaborative and knowledge-sharing environment.

- Worked closely with cross-functional teams, including QA, DevOps, and product management, to ensure seamless integration of solutions and adherence to project timelines.
- Implemented CI/CD pipelines, integrating automated testing and deployment processes to enhance application delivery speed and reliability.

Data Scientist   Feb 2021 - Nov 2021
ASAP Data Solutions   *London, U.K.*

- Collaborated closely with the product manager to shape data science products and offerings, providing valuable technical insights.
- Demonstrated a proactive approach to problem-solving, consistently ensuring the successful implementation and completion of tasks.
- Thrived in an interdisciplinary team environment, actively contributing to the collaborative and dynamic work culture.
- Offered thought leadership in technologies and system architecture, driving innovation within the team.
- Designed and developed systems for content classification, clustering, and content recommendation.
- Developed scalable algorithms for processing very large data sets, ensuring optimal performance.
- Played a key role in further processing data to support data scientists in the development process.
- Designed, developed, tested, and deployed systems to enhance the Customer Satisfaction Index, primarily focusing on Network Indicators.
- Conducted peer reviews of development work completed by team members, ensuring high-quality deliverables.
- Wrote technical specifications and provided comprehensive documentation of work to facilitate understanding and future reference.
- Defined and communicated work assignments and completion criteria to team members, monitored activities, and reported on progress.
- Implemented new data science models, tools, and technologies to enhance overall business performance.
- Effectively communicated highly technical concepts to audiences with varying levels of understanding..

Customer Service Advisor   Nov 2022 - Current
FoundEver   *Coventry, U.K.*

- espond promptly to customer inquiries via phone, email, and chat, resolving issues and providing accurate information.
- Meet and exceed monthly service level and customer satisfaction targets.
- Process orders, returns, and exchanges efficiently, ensuring a positive customer experience.
- Collaborate with cross-functional teams to address complex customer issues and escalations.
- Handled a high volume of inbound customer calls, addressing product inquiries and troubleshooting issues.
- Utilized CRM system to document customer interactions, ensuring accurate and up-to-date records.
- Provided product knowledge training to new team members, contributing to improved overall customer support capabilities.
- Participated in weekly team meetings to discuss common customer issues and share best practices.

PROJECTS

Scene Adaptive Segmentation for Crowd Counting. uilt a tool using CNN and Deep Learning for crowd density calculation.

A Method for Localizing the Eye Pupil. Contributed to eye-tracking technology for point-of-gaze estimation..

CERTIFICATIONS

- Java SE1 Programmer, Oracle Certified Programmer (OCP).