

SANTOSH BOINA

DATA SCIENTIST

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SUMMARY

Data Scientist with 4+ years of experience executing end to end data-driven solutions to increase efficiency, accuracy, and utility of data processing. Experienced at creating machine learning models and analyzing data to deliver insights and implement action-oriented solutions to complex business problems. Highly skilled in machine learning techniques, data visualization, data wrangling and developing data products. Looking to use my skills to manage statistical machine learning and data-related solutions at your organization.

EMPLOYMENT

Ernst & Young (EY)

Data Scientist · Sept. 2017 to Current · Bangalore

- Worked on end to end analytics solutions across multiple domains.
- Developed data products to automate the existing solutions with high accuracy and better insights.
- Explained complex machine learning models in an understandable and relatable way.
- Utilized algorithmic and programming tools knowledge to build predictive models.
- Tracked performance and identified business improvement trends.

Infosys Technologies

Analyst - Data Science · May 2014 to Aug. 2017 · Bangalore

- Career Progress: Associate Analyst → Senior Associate Analyst → Analyst, Data Science
- Managed multiple teams and involved in multiple conversions of proposals to projects.
- Served as the primary contact for client service teams for several different projects.
- Researched and resolved data discrepancies with troubleshooting teams.
- Effectively mined unstructured data and identified new external data sources to improve model performance.

EDUCATION

Infosys - Data Science Training Program · May 2014 to Sept. 2014

- Excelled in machine learning and data science coursework.
- Completed a project to predict credit defaulters for a Bank.

Bachelor of Technology, ECE · May 2010 to Apr. 2014

National Institute of Science & Technology CGPA: 8.3

- Member of Robotics Club

AWARDS

EY · Star Performer Award

Received high performer award within 6 months of joining for exceptional client service.

SKILLS

TOOL KNOWLEDGE: Python, R Programming, Tableau, Alteryx, Microsoft Azure, DataRobot, R Shiny, Excel, H2O

DATA SCIENCE KNOWLEDGE: Deep learning, Machine learning, Natural Language Processing, Time Series Analysis, Data Product Design, Data Mining, Data Visualization

DOMAIN KNOWLEDGE: Telecom, Finance, Human Resources

PROJECTS

Opportunity Prediction

- An opportunity goes through multiple stages to become an engagement. Objective is to predict the win chances of each opportunity at any given stage and help business with decision making.
- Prediction model built helped client with 30% improvement in identifying opportunity conversion more than human predictions. Also, performed risk analysis to improve resource planning.

Revenue Forecasting

- Developed a interactive data product to perform accurate revenue forecasting at various levels of data. Automated process helped leadership team to forecast revenue in real time without any coding.
- Leadership team wanted a more efficient model to forecast revenue. Looking at past revenue trends, there was a need to forecast the revenue by Region, Service Line and Market Segment of Region.

Margin Swing Prediction

- Objective is to predict the margin swing (negative or positive deviation value) for 3rd month down the line.
- Helped business by identifying correctly top 50 engagements with negative margin swings across each Service Line and Market Segment.
- Prediction of 3rd month value will help business to take actions on highly negative margin swings.

Proactive Assurance Analysis

The objective was to identify the reasons for large number of service tickets getting raised and improve their responsiveness to service issues to guarantee the customer experience.

- Created real time dashboard to track the multiple KPI performance of the client to understand the pain points in Ticket Management System.
- Prediction model to identify the tickets/requests which could miss projected SLA. and root cause analysis on significant factors in SLA miss.
- Predicted the repeat faults in advance to give service assurance proactively.

Customer Profiling

Created a Caller Profiling (Customer interaction channel preference profile) - to be used to assess possibility of shifting interaction channel to align with customer preference.

- Helped a telecom client by reducing call volume by 20% by performing call driver analysis on customer-agent interactions.
- Sentiment analysis on customer data over long calls (>5 minutes) to understand the customer experience.
- Text classification to classify calls automatically into business categories.

PERSONAL DETAILS

Date Of Birth - 13 February, 1993

Languages Known - English, Hindi, Telugu & Oriya

Present Address - Sonesta Iwoods, Bellandur, Bangalore, 560103