

AYUSH GARG

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EXPERIENCE

Data Scientist

HP Inc (R&D)

Sep 2018 – Present

Bangalore

- Responsible for researching and implementing Machine Learning models to enable Artificial Intelligence in internal HP tools, Customer Support Agent tools and for End Customer Support.

Software Engineer

Centurylink

Aug 2015 – Sep 2018

Bangalore

- Responsible to research into POC's for new software projects.

PROJECTS

Predifix, HP

Sep 2018 – Present

PyTorch, pandas, numpy, sql, Django

- Tool for Customer Support Service (CSS) agents to help them resolve printer related issues easily and hence reduce the average handling time (AHT).
- Used Deep Learning model (LSTMs) accounting for printer, issue information as context and customer response to find the course of steps.
- My tasks also encompass data cleaning, clustering, labelling and other pre-processing.
- Getting the success rate of 75% according to the reported feedback.

Automatic Content Generation, HP

Sep 2019 – Present

PyTorch, pandas, numpy, Flask, BERT tokenization

- PoC to eliminate human error in decoding the AV description(jargon used by HP Sales team) into product information (customer friendly information).
- Used attention based Seq2seq model to encode the AV Description and decode it to the actual product description.

DeepAssist, Centurylink

Aug 2017 – Aug 2018

Tensorflow, Numpy, Flask, NLTK, MySQL, AngularJS

- Built a tool to make **Ticketing System** intelligent; suggest steps for ticket resolution using Deep Neural Network based models by training on historical tickets.
- Used RNN (Recurrent Neural Net) to get the ticket context, then find the similar tickets. Model reached an accuracy of about 83%.

eDevice Connect, Centurylink

Dec 2015 – Oct 2016

JS, AngularJS, HTML, CSS

- Built a tool to provide manual and automated testing platform for mobile devices.
- Created client side IDE to upload, test and run BDD projects for automation testing and an interactive screen to view and perform manual testing.

MY LIFE PHILOSOPHY

"Life is a DIY project"

EDUCATION

B.Tech in Electronics & Comm Engg

Delhi Technological University

2015

73.3%

- Organized Workshops, Student Interest Groups and IEEE Students' Branch activities
- Organizing Member in DTU Tech Fest

MAJOR THESIS

Turbo Encoder-Decoder Simulation

Proved by simulation using C language that with the increasing number of iterations the Bit Error Rate of a Turbo Encoder- Decoder system decreases and nearly reaches the Shannon limit under Additive White Gaussian Noise.

SKILLS

Python

JS



MOST PROUD OF

Paper Presentation
"Learning optimal navigation algorithms from customer support case notes" in DSKD (Data Science Conference, HP)-2019

Paper Presentation
"Extracting resolution steps from the unstructured logs" in DSKD (Data Science Conference, HP)-2019

Software
Created & maintaining a local inventory management and billing system with Amazon & Flipkart Seller API integration

AngelHack
Won Hypertrack challenge at AngelHack Bangalore Hackathon 2018
<https://www.hackathon.io/trek-o-hun1>

Innovation Champion
Awarded Innovation Champion award in CenturyLink for eDevice Connect