AYUSH GARG

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EXPERIENCE

Data Scientist, HP Inc (R&D)

Sep 2018 – Jul 2021 | Bangalore, India

- Responsible for researching and implementing Machine Learning models to enable Artificial Intelligence in Customer Support Agent tools

MLOps

May 2021– July 2021

Python

- Provided an abstraction for ML projects to modularize various components that can be run on different hardware. Also provided logging of events and artifacts for future usage

Predifix

Oct 2018 – July 2021

PyTorch, pandas, numpy, sql, Django

- Tool for Customer Support Service agents to help them resolve printer/PC related issues easily and hence reduce the average handling time
- Used Deep Learning model (LSTMs) accounting for printer, issue information as context and customer response to find the course of steps

Software Engineer, Centurylink

Aug 2015 – Sep 2018 | Bangalore, India

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

DeepAssist

Aug 2017 – Aug 2018

Tensorflow, Numpy, Flask, NLTK, MySQL, AngularJS

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

PROJECTS

Hate-Speech Detection Using Weak Social Supervision

Dec 2020 | Illinois Tech

Pytorch, Snorkel

- Used Snorkel to generate weak features for unlabeled data
- Used BertClassification model and added the loss generated by weak labels while training

Benchmarking Storage Access Patterns – BeeGFS and CephFS

May 2021 | Illinois Tech

BeeGFS, Shell Scripting

- Implement and assess performance comparisons and evaluate system overheads between BeeGFS and CephFS
- Used XFS, EXT4, BTRFS with different configurations

LIFE PHILOSOPHY

"Life is a DIY project"

EDUCATION

MS in Computer Science

Illinois Institute of Technology

2022 | 4.0

B.Tech in Electronics & Comm Engg

Delhi Technological University

2015 | 3.5

- Organized Student Interest Groups and IEEE Students' Branch activities and taught at workshops

UNDERGRAD 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 | Pytorch | Tensorflow 1.0 | Numpy | Pandas | Flask | Jupyter | System Design | Prototyping | JIRA | Git | AWS | Azure | MySQL | MongoDB

ACHIEVEMENTS

Patent-pending
Machine Learning Based Determination of Troubleshooting Routes Dependent on Product Feature- PCT/US2020/018268

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

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