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

Software Engineer

Centurylink

Aug 2015 – Sep 2018 Bangalore, India

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

PROJECTS

Predifix, HP

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.

MLOps, HP

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.

Automatic Content Generation, HP

Sep 2019 – Feb 2020

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 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%.

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

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