AYUSH GARG

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EXPERIENCE

Data Scientist, HP Inc (R&D)

📅 Sep 2018 – Jul 2021   📍 Bangalore, India

MLOps

📅 March 2021– July 2021

- Created a framework to compartmentalize ML projects into standard modules that can run on different hardware
- It also abstracted out module-wise logging of events and artifacts
- Resulted in cohesive projects that can borrow modules from each other with improved maintainability

Predifix

📅 Oct 2018 – July 2021

🔧 PyTorch, pandas, numpy

- Tool to guide Customer Support agents for faster resolution of printer/PC related issues
- Used Long Short Term Memory (LSTM) based Deep Neural Network (DNN) to train a model on 200K tickets
- Helped reduce Average Handling Time by approx 27%

Software Engineer, Centurylink

📅 Aug 2015 – Sep 2018   📍 Bangalore, India

DeepAssist

📅 Aug 2017 – Aug 2018

🔧 Tensorflow, Numpy, Flask, NLTK, MySQL, AngularJS

- Built a tool to make **Ticketing System** more efficient: suggesting steps for ticket resolution using Neural Network based models by training on historical tickets
- Used Attention based LSTMs to determine ticket context and recommend the most appropriate steps
- Model reached an accuracy of about 83%

PROJECTS

Benchmarking Storage Access Patterns – BeeGFS and CephFS

📅 May 2021   📍 Illinois Tech

- Assess performance and evaluate system overheads of 2 parallel and distributed file-systems: BeeGFS, CephFS
- Benchmarked on varying native file-systems (xfs, ext4, BTRFS) with different workloads and configurations on a cluster of 4 nodes
- Both file-systems had almost no CPU or network overheads with ext4 giving the best results achieving 10% faster speeds over average

Hate-Speech Detection Using Weak Social Supervision

📅 Dec 2020   📍 Illinois Tech

- Text based classification engine to identify hate-speech for social media networks using Weak Social Supervision
- Weak features (likes, comments) generated for unlabeled data supervise the classification of labelled data
- Trained a BertClassification model on Twitter Hate Speech dataset
- With supervision, the f1 score increased by 8%

EDUCATION

MS in Computer Science

Illinois Institute of Technology

📅 Spring 2022   🎓 4.0

- Courses Taken: `Adv DB Optimization` `Adv OS` `Design & Analysis of Algos` `Cloud Computing` `Social N/W Analysis`
- Teacher's Assistant for OS course

B.Tech in Electronics & Comm Engg

Delhi Technological University (DTU)

📅 Spring 2015   🎓 3.5

- Organized Student Interest Groups & IEEE Students' Branch activities and taught at workshops
- Organizing Member in DTU Tech Fest

SKILLS

`Python` `Pytorch` `Tensorflow 1.0` `Pandas` `Jupyter` `JIRA` `Git` `MySQL` `MongoDB` `Serverless Computing` `Data Structures` `Parallel File System` `Distributed File System` `System Design`

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

HOBBIES