Shivam Shakti

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EXPERIENCE

- **Delivery Hero** — Berlin, Germany
  ML Engineer — *August 2021 - Present*

  - **Voucher Optimisation Service**: Development of data and model pipeline for voucher predictions optimised based on budget constraint.

  - **Machine Learning Workflow**: Implementation of machine learning workflows for data scientists to easily deploy model in production.

- **CustomerGlu** — Bangalore, India
  ML Engineer — Founding Member — *April 2017 - June 2021*

  - **Explainable Customer Churn Prediction**: Built customer churn prediction system using **RNN with survival functions** for consumer internet businesses. Implemented techniques like **LIME** and **DeepLIFT** to highlight leading indicators for churn.

  - **Decision Service and Experimentation Platform**: Built framework for **Bandit algorithms with real-time inference** capabilities and applications across the product. Also setup **infrastructure for conducting experiments** thereby resulting in safe production roll-out for Machine Learning models with **A/B testing**.

  - **Offer Personalization using RL**: Implemented **Contextual Bandit algorithms** for recommending the optimal marketing action to increase business metrics. Also performed **Offline Policy Evaluation** on trained models to estimate performance in deployment.

EDUCATION

- **Maulana Abul Kalam Azad University of Technology** — Kolkata, India
  Bachelor of Technology - Information Technology; GPA: 8.6/10.0 — *July. 2013 – June. 2017*

SKILLS SUMMARY

- **Programming Languages**: Python, Java, JavaScript

- **Frameworks**: Tensorflow, PyTorch, Flask, Tornado, Express, Spark, Kafka

- **Tools**: Airflow, Docker, Terraform, AWS (Lambda, SNS, Sagemaker, Batch)

- **Databases**: BigQuery, PostgreSQL, MongoDB, Cassandra, Redis

PROJECTS

- **One-Shot Signature Recognition:** One-shot offline signature verification using **Siamese CNN** and **triplet loss**. Users are able to upload a positive sample of their signature which can be used to verify if a new sample matches with the original one or not. **Tensorflow - Tensorflow Serving - Flask**

- **Reinforcement Learning Algorithms from Scratch:** Implementation of RL algorithms like DQN, REINFORCE, A3C, PPO and SAC from research papers. **Tensorflow - PyTorch**

PUBLICATIONS

- **Hidden Technical Debts in Churn Prediction Systems** Nikhil Saldanha, **Shivam Shakti**, Raman Shrivastava *Montreal AI Symposium 2018*

- **A Cloud Intrusion Detection System Using Novel PRFCM Clustering and KNN Based Dempster-Shafer Rule** Partha Ghosh, **Shivam Shakti**, Santanu Phadikar *International Journal of Cloud Applications and Computing, 6(4), 18-35*