Shubham Pandey

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PROFESSIONAL EXPERIENCE

Machine Learning Intern – Delaware North   **Buffalo, NY | May 2023 – December 2023**
- Validated pipeline, detected anomalies, optimized sales on 5M data points leveraging CTGAN and anomaly detection

Data Scientist – Fidelity Investments   **Bengaluru, KA | June 2022 – July 2022**
- Improved journey-based recommendations using collaborative filtering to enhance user attrition & engagement by ~15%

Senior Data Scientist – Tredence Inc.   **Bengaluru, KA | July 2019 – June 2022**
- Led and executed data mining to boost search coverage by 28%, query time by 75% employing multiclass classification
- Built a framework to automate detection, localization, refund of damaged items for a retail client saving ~12% per order
- Developed post-hoc, model agnostic explainability, debugging, debiasing product MLWorks reducing downtime by 95%
- Reduced customer interactions by 40% leveraging audio/text-based framework to gauge sentiment for large audio calls
- Boosted customer success rate by 25% by employing causal time-decay attribution model for online and retail ads
- Designed RNN audio spectral features based diarization framework for call summarization, improving turnaround by 40%

Machine Learning Engineer – Wipro Technologies   **Bengaluru, KA | August 2017 – July 2019**
- Mentored teammates & reduced turnaround time by 15 hours weekly by validating documents & automating payments
- Collaborated and optimized Enterprise and Retail KYC turnaround time by 90% by verifying Identification documents
- Deployed an anomaly detection solution to minimize bank's losses by 18% for real-time first party fraud detection
- Integrated active learning, GAN, and autoencoders for synthetic data generation, cutting ML lifecycle by 33%

PROJECTS

- Stress-tested SOTA Full/No Reference Image Quality Assessment metrics on GAN-generated facial images
- Hackathon winner for quantifying marketing impact of client advert on sports-based TV broadcasts

PUBLICATIONS & CONFERENCES

- Delivery Issues Identification from customer feedback data MLDS 2022
- Unsupervised Paradigm for Information Extraction from Transcripts using BERT ECML - PKDD 2021
- Hosted a workshop on 'Responsible AI' and was a speaker at MLDS 2022
- Speaker at CVDC (Computer Vision DevCon) 2020 & European Conference on Machine Learning PKDD 2021

EDUCATION

University at Buffalo, The State University of New York   **Buffalo, NY | December 2023**
Master of Science in Artificial Intelligence
Coursework: Machine Learning, Reinforcement Learning, Natural Language Processing, Computer Vision, Robotics

Birla Institute of Technology Mesra   **Ranchi, JH | June 2017**
Bachelor of Engineering in Computer Science
Coursework: Operating Systems, Compiler Design, Analysis of Algorithm, Object-Oriented Programming

SKILLS

Programming — Python, R, MATLAB, C, C++, Java, SQL, Bash, JavaScript
Artificial Intelligence — Statistics, ML, DL, NLP, CV, Generative AI, GAN, RNN, Transformers, Spectral Features, OCR
Tech Stack — PyTorch, Flask, Django, NodeJS, Airflow, Databricks, Spark, MLOps, PowerBI, Tableau, Kafka, Hive, Docker
Cloud — Google Cloud (Cloud Storage, Compute Engine), AWS (EC2, S3, lambdas, SQS), Kubernetes, CI/CD
Soft Skills — Leadership, Agile, Team Player, Problem Solving, Communication, Critical Thinking

EXTRA-CURRICULAR

- Founded AI Club at UB and hosted various industrial leader talks and events for UB students
- Karnataka State Human Rights Secretary for Megha Welfare Association (NGO)
- Mentor to Rohit Adlakha, VP and Global Head of Wipro Holmes under reverse mentoring program
- Organized blood donation camps on university campuses for three consecutive years in association with Apollo Hospital