

Shiv Palit

New York, NY • 912-334-6950 • shivpalit@gmail.com • [linkedin.com/in/shivpalit](https://www.linkedin.com/in/shivpalit)

PROFESSIONAL EXPERIENCE

Warner Bros. Discovery

New York, NY

Senior Product Manager, CX Data & Insights

June 2023 – Present

- Led the Warner Bros. Discovery CX data ecosystem across major brands (Max, HBO Max, Discovery+, CNN, etc.), managing all CX data products, leveraging insights from 10K daily customer contacts, and integrating data across Salesforce, Snowflake, Databricks, and key systems to enhance analytics, accessibility, and enable self-service analytics for stakeholders.
- Managed the development of a Streamlit web app to host ML/AI solutions, reducing insights gathering time by 50% and achieving \$1.5M in annual savings. Directed a team of 3 engineers to drive application development, gather requirements, and communicate with stakeholders, ensuring data clarity and ease of interpretation for executive decision-makers.
- Developed advanced machine learning models using LLMs and PyTorch to classify customer feedback, emails, and transcripts, boosting analysis volume by 4.4x, reducing analysis time by 44%, and achieving 91% accuracy.
- Designed and implemented an AI-driven theming solution capable of analyzing 100K data points/day using Llama, Mixtral, and fuzzy c-means clustering for topic modeling, increasing analysis volume by 6.6x and saving 62% of analysis time.
- Developed complex SQL data models to create subscription retention analytics in Looker, providing enhanced insights into customer behavior and supporting more effective retention strategies.
- Built and scaled CX data pipelines using Airflow and Databricks to support real-time insights delivery via Looker dashboards, enabling C-suite strategic decision-making.

DAS42

New York, NY

Associate Analytics Consultant

October 2021 – June 2023

- Implemented a Looker BI instance for a B2C services client, driving a 285% growth in annual recurring revenue to over \$100M by enabling targeted acquisition of 130K+ active subscriptions through advanced data modeling and self-service analytics.
- Developed a subscription retention model and forecasting algorithm using SQL, LookML, Python, and Streamlit, streamlining strategic planning and powering executive decision-making.
- Directed cross-functional teams in integrating data systems via GCP and Airflow, collaborating with Board members to define and enhance KPIs and drive data infrastructure improvements.

Pura Vida Investments

New York, NY

Data Science Engineer

August 2020 – October 2021

- Engineered ETL pipelines using Heroku, PostgreSQL, and Python, saving analysts an average of 6 hours/day by automating data consolidation from 25+ alternative sources.
- Developed a web dashboard with Streamlit to automate sentiment analysis of 100K+ daily online posts, enabling the tracking of public opinion on portfolio companies and stocks.
- Implemented clustering algorithms using PCA, Dynamic Time Warping, and KMeans to identify trading patterns among asset clusters, enhancing investment strategies and decision-making.

EDUCATION

Johns Hopkins University, Whiting School of Engineering

Baltimore, MD

Master of Science, Data Science

Expected May 2025

Davidson College

Davidson, NC

Bachelor of Arts, Economics; Minor in Data Science

December 2019

CERTIFICATIONS

Astronomer – Apache Airflow Fundamentals Certification

Issued November 2022

Proficient in creating, managing, and monitoring DAGs and tasks on Apache Airflow.

Looker – LookML Developer Certification

Issues November 2022

Proficient in model management, data security requirements, LookML objects, and maintaining LookML project health.

Snowflake – SnowPro Core Certification

Issued April 2022

Proficient in cloud data warehousing and necessary knowledge to design, develop, and manage secure, scalable Snowflake solutions.