

# SIDDHARTH SAMANT

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**Data Scientist** adept at deciphering the business context, analyzing problem statements, forming use cases, and translating data points into actionable insights. Programmer skilled at data discovery, exploration, visualization, modelling and communication. Previous experience across customer success, account management, and process improvement roles in the telecommunications sector. Consistent performer with strong history of exceeding performance milestones year-on-year.

## PORTFOLIO

<https://rpubs.com/siddhuorama>

- Accurately classify the quality of a weight-lifting exercise using AIML techniques
- Identify the most harmful weather events on the basis of population health and economic damage
- Explore the links between: (a) mental health, sleep quality and gender (b) marital status and race
- Capture insights from a personal activity monitoring device

## WORK EXPERIENCE

COLLECTION HEAD | Vodafone Idea, Jaipur 11/2018 – 02/2019

- Improving postpaid collections, bad debt & customer retention in Rajasthan
- Managing a dedicated team of five individuals to achieve short- and long-term targets

TEAM LEAD, RETENTION | Idea Cellular, Jaipur 07/2015 – 10/2018

- Improving retention performance at BPOs & service centres through new products / offers, improvement in response quality, training & development, and quick issue resolution
- Managing corporate accounts through regular post-sales support, and dynamic collaboration with internal & external stakeholders for problem solutioning
- Liaising with corporate HQ for augmenting retention portfolio, and new product development

MANAGEMENT TRAINEE | Idea Cellular, Mumbai 06/2014 – 06/2015

- Improving activation turnaround time (TAT) of new postpaid subscribers
- Streamlining the customer acquisition process by improving coordination between sales channels, activation officers, and verification agencies
- Improving regulatory process compliance by streamlining the customer verification process for corporate customers

## ACHIEVEMENTS

- **Best Practices** endorsement from Aditya Birla Group for “Improving Customer Delight through Faster Activation of New Postpaid Subscription”
- **Six Sigma Yellow Belt** certification from Idea Cellular Ltd for demonstrating proficiency in the DMAIC methodology, and successfully applying its tools and techniques
- Consistent improvement in **Customer Satisfaction (CSAT)** and **Net Promoter Score (NPS)**. 93% increase in NPS in 2017-18
- Improvement in **Digital Payment Penetration** from 55% to 80% in 2017-18
- Performance ratings of **Far Exceeds Expectations** and **Exceeds Expectations** (twice) in successive assessment cycles
- **Pre Placement Offer (PPO)** from Rootwork Systems for designing & implementing the marketing plan for the Zittr Camera app

## SKILLS

- **DATA SCIENCE:** Data Mining | Analytics | Visualization | Machine Learning | Business Intelligence
- **PROGRAMMING:** R | Python | SQL | Markdown | Octave | HTML | CSS | ggplot2
- **SOFTWARE:** Tableau | MS Office | Shiny | Git | Github
- **SOFT SKILLS:** Communication | Relationship Management | Innovation | Collaboration

## CERTIFICATIONS

- **DATA SCIENCE** (Johns Hopkins University, Coursera): The Data Scientist’s Toolbox | R Programming | Getting & Cleaning Data | Exploratory Data Analysis (EDA) | Reproducible Research | Statistical Inference | Regression Models | Machine Learning | Developing Data Products
- **EXCEL SKILLS FOR BUSINESS** (Macquarie University, Coursera): Essential | Intermediate I | Intermediate II | Advanced
- **PYTHON FOR EVERYBODY** (University Of Michigan, Coursera): Getting Started With Python | Data Structures | Using Python To Access Web Data | Using Databases With Python

## EDUCATION

### MBA - Marketing

Narsee Monjee Institute Of Management Studies (NMIMS), Mumbai

2014

### BE - Information Technology

Rajiv Gandhi Institute Of Technology, Mumbai

2012