SHRAY KHANNA

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HIGHLIGHTS

- Expertise in operating in a high dynamic and time-sensitive work environment. Specializing in prioritizing tasks/deadlines, taking leadership & responsibility and presenting to stakeholders for continued success and growth.

- 3+ years of experience in Business and Development Operations. Includes solving time sensitive trade issues, onboarding clients, support and leading team for better outreach and communication both within and outside the company.

- Currently working as an **Operations Analyst at RBC**; involves being jack-of-all trades across various domains; having **dynamic problem solving** and **excellent communication** skills. Worked on multiple projects following **agile** methodology and **took lead** contributing to successful product releases such as JupyterHub, Helios, SharePoint and Trading tools. Successfully solved high priority issues involving time sensitive problem solving and task delegation.

- **Monitored, analyzed and handled** complex problems and large data for continued success of the company. Providing efficient recommendations through communication, understanding and self-learning of tools and technologies.

- **Master's in data science**, Simon Fraser University. **Specializing in NLP and Machine Learning with 4 certifications** form UCSD in **Big Data Analysis, Azure Certification from Microsoft** and **JIRA** certification from Atlassian.

TECHNICAL SKILLS

LANGUAGES	ANALYTICAL TOOLS		ALGORITHMIC	APPLICATIONS
PYTHON	Hadoop	Matplotlib	Machine Learning	Salesforce
HIVE-QL	PySpark	Jupyter	Algorithms for Big Data	Microsoft Office
SQL	D3.JS	Excel	NLP	PostgreSQL/MSSQL
	Plotly	Tableau	Data Analysis	JIRA

WORK EXPERIENCE

Operations Analyst, *Royal Bank of Canada, Vancouver, Canada*   **June 2020-Present**
- Successfully analyzed data and processes to ensure functionality and stability of business systems.
- Developing efficient solutions for business by resolving technical system issues and inefficiencies in the system.
- Successful in solving complex & time sensitive trading issues by taking lead and collaborating with teams/vendors.
- Successful automating workflows to reduce problem solving and reporting time from **30 minutes to 5 minutes.**
- Increased business' operational success by streamlining procedures and communication with teams and vendors.
- Skills Attained: *T-SQL, Salesforce, Azure Cloud, Python, Ad-hoc reporting, complex problem solving, Jupyter & JIRA*

Service Desk Technician, *SFU IT Services*   **September 2019-April 2020**
- First point of contact between clients and SFU IT Services using 10 channels & providing customer service and analysis.
- Follow incident management through tickets and providing support to customers. Documenting and presenting tickets.
- Analyzed internal ticketing system and made predictive reports using Machine Learning and NLP tools.
- Skills Attained: *SQL, PowerBI, MS Office tools, Customer Centric Service, Data analysis and ML*

Data Science Intern, *Expedia Group, Montreal, Canada*   **May-August 2019**
- Worked with key stakeholders to make a predictive model based on hotel reviews for classification.
- Successful in applying NLP techniques and wrote scripts for preprocessing the unstructured data.
- Predictive model provides support to various departments such as marketing and R&D.
- Made recommendations through technical evaluation of the model.
- Skills Attained: *Python, Tableau, Plotly, PySpark, NLP, Machine Learning, statistics, D3*

Technical Operations & Design Lead, SPARTANS**,** *India*   **May 2016- January 2018**
- Headed operations of an Event management startup. **Led** a team of **30** in client onboarding, technical design and events.
- Raised **CAD $50,000+** from client partnerships including Wipro, Accenture, Microsoft as well as small businesses.
- Organized and operated events with more than 1000+ attendees. Provided platform to young talent in various domains.
- Onboarded 20+ high performers for company's continued growth. Streamlined workflow for better results.

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EDUCATION

- **Masters of Science in Computing Science, Big Data**   **September 2018-December 2019**
  Simon Fraser University, Burnaby BC
  - ➢ Courses: Programming for Big Data 1 and 2, ML, Algorithms for Big Data, NLP, Visualization, Security Testing

- **Bachelors of Technology in Computer Science**   **July 2014- May 2018**
  Vellore Institute of Technology

RESARCH AND PUBLICATIONS

➢ **RESEARCH PAPER on Software Maintenance and Challenges:**   **January-April 2017**

This paper discovers the current models and strategies taken up by most of the leading companies for software maintenance and handling. It also explores the common challenges faced and its mitigation strategies.

ACADEMIC PROJECTS

Information Search Retrieval: *NLP, Simon Fraser University*   **October-December 2019**
- Achieved goal to predict the relevancy of the products from search results on E-commerce websites, given raw query text.
- Added a structure and organizing to the project by making it into a 4 phased project.
- Implemented data pre-processing: spelling correction using RNNs, stemming, stop words removal and refinement to get the ranks of search enhanced. Successful in implementing a regression model to get relevance for search queries.
- Continued advancement by applying Deep Learning Model (CNN+RNN) to improve performance in finding relevance of products. Finally, added a frontend whice shows model serving and sample to see queries get better results.
- Skills Attained: *NLP, visualization, Deep Learning, Web Development, time-management*

Global Terrorism: *Visualization, Simon Fraser University*   **October- December 2019**

- Performed Data Encoding by making a new and unique way to visualize the Terrorism around the world.
- Built a forced layout using D3 and added flags to make it more interesting for end users to interact.
- Implemented interaction using drill down approach to present the trends using a story instead of conventional ways.
- Successfully combined D3 and Plotly implementation to make 2 modes for users to analyze-on-the-go.
- Skills Attained: *Visualization on large data, HTML, Python, CSS, D3.js, Tableau, data analysis*

Measuring Observable Influence and Impact of Scientific Research beyond Academia: *SFU*   **February- April 2019**
- Scraped data from 5 medical websites in the form of PDFs, PMID number or DOI using web-scraping using **data mining**.
- Used NLP to successfully extract data from 100s of different PDF structures; used APIs from NCBI for getting references of medical journals through a layered approach. Successfully completed data collection by integrating the above.
- Made interactive visualizations to match publications with real world documents using tools igraph and plotly.
- Successfully automated the process for matching publications from Genome BC to real world documents which are medical procedures documented by the hospitals/agencies.
- Helped the company and the medical researchers to know the impact of their work in real life.
- Skills Attained: *Web scrapping, Statistical and NLP modeling, data analysis, visualization: open source libraries, Hadoop*

ADDITIONAL EXPERIENCE

➢ **Intern Council Member,** *Expedia Group, Canada*   **May-August 2019**
- Managed and led 180+ interns all over North America.
- Built a community for interns to have fun, network, grow and participate in activities all over North America.
- Planned activities, designed posters and made a structure for everyone to showcase their summer projects.