

P V S M SREEKAR

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[LinkedIn](#) — [Portfolio](#)

PROFESSIONAL SUMMARY

Machine Learning Engineer with 5+ years of production experience at Freshworks, specializing in building scalable ML systems, MLOps pipelines, and data-driven solutions. Proven expertise in designing end-to-end ML workflows, model optimization, and cross-functional collaboration. Track record of delivering high-impact features that enhance product intelligence and drive business value for SaaS platforms.

CORE COMPETENCIES

- **Machine Learning:** Supervised/Unsupervised Learning, NLP, Classification, Regression, Feature Engineering, Model Tuning, Ensemble Methods
- **MLOps & Tools:** Azure Databricks, Apache Spark, Jenkins CI/CD, Model Deployment, A/B Testing, Monitoring & Observability, Data Pipelines
- **Programming Languages:** Python, SQL, PySpark, Scala
- **Cloud Platforms:** Microsoft Azure, Azure ML, Databricks Workspace
- **Data Science:** Statistical Analysis, Data Visualization, Experimentation, Model Evaluation, Data Quality Management
- **Frameworks & Libraries:** Scikit-learn, TensorFlow, PyTorch, XGBoost, LightGBM, Pandas, NumPy, Matplotlib, Seaborn

PROFESSIONAL EXPERIENCE

Lead Machine Learning Engineer

January 2025 – Present

Freshworks, Bengaluru, India

- Led the team's model compliance initiatives for data governance and anonymisation.
- Developed a "Similar Tickets" feature in Copilot for Agents to accelerate issue resolution using historical ticket data.
- Optimized and fine-tuned open-source Large Language Models (LLMs) for bespoke internal applications, successfully replacing OpenAI models, which improved scalability by **20%** and reduced latency by **40%** across Desk and Chat products.
- Developed solutions for escalation prediction, sentiment analysis, and typo correction that reduced ticket resolution time by **35%**.
- Mentoring team of 2+ engineers in ML best practices, code quality, and system design.
- Developed an internal tool enabling colleagues to evaluate LLMs using speculative decoding for classification research paper.
- Designing scalable ML pipelines using Azure Databricks and PySpark for real-time inference
- Establishing MLOps standards using promoting model versioning and reproducibility

Senior Data Scientist

October 2022 – January 2025

Freshworks, Bengaluru, India

- Leveraged advanced sentiment analysis techniques to analyze and interpret emotions from Email and Chat data, enabling a **15%** increase in positive customer interactions and reducing escalations by **26%**.
- Led experimentation and A/B testing framework for ML-powered features microservices
- Spearheaded the design and development of an end-to-end automation process for Auto-triage, smart-reply, and canned responses features using Databricks, REST APIs, Kafka, and Jenkins, achieving a **50%** increase in operational efficiency and saving over more than **500** hours annually.
- Worked on prompt engineering initiatives, including content assistance for agents, to enhance the customer support experience.

Data Scientist

October 2020 – October 2022

Freshworks, Bengaluru, India

- Developed classification and NLP models for customer intent prediction with 88% accuracy Built a FastAPI-based Q&A retrieval microservice that scales to thousands of requests per minute with a P95 latency of 150 ms.
- Streamlined LightGBM hyperparameter tuning for the Auto-triage feature by implementing Optuna, reducing experiment runtime by **60%** and cutting manual tuning time by **75%** per model.

- Designed and implemented a comprehensive load testing platform capable of executing sequential or non-sequential load tests on all CRUD APIs within any microservice, ensuring application scalability for up to 2000 concurrent users.

Data Science Intern

January 2020 – September 2020

Freshworks, Chennai, India

- Developed a pronoun-to-noun identification model for a knowledge base.

Publications

- [A Multi-Model Adaptation of Speculative Decoding for Classification](#)

EDUCATION

- **Bachelor of Technology in Computer Science**
BML Munjal University, Haryana, India

2016 – 2020