

Jacob martin

Professional Certified Data Scientist having specialization in Data Mining, Data Modeling, Data Science, Machine Learning, NLP, Deep Learning, Computer Vision, Data Analytics & Data Visualization. 9+ years of technical work experience in various technologies.

Tsuen Wan,
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EXPERIENCE

Sun Life, Hong Kong— *Data Scientist*

DEC 2020 - PRESENT

- Collaborate with internal stakeholders to develop tools and services such as modeling, dashboard development, decision aids and business case analysis to drive innovation, strategic initiatives and recommend solutions
- Worked on few proof of concepts around customer profiling, speech analytics & cross selling models
- Peer review other Data scientists work
- Mentoring a team of 12 across India & Philippines

HGC Global Communications, Hong Kong— *Data Scientist*

SEP 2019 - DEC 2020

- Built & Implemented the various models around customer retention, profiling & segmentation
- Analyzed call detail records to perform call drop analysis
- Analyzed HGCmore.com's (HGC's e-Commerce Platform) Google Analytics and Tag Manager to understand the current flaws in the platform and provided suggestions to improvise the platform, & then worked on the customer segmentation & profiling of the website data as well.
- Build & Implemented user oriented dashboards using Power BI

XYZ, India— *Data Science Professional*

OCT 2017 - AUG 2019

- Provided analytics consulting to enhance the system reducing the number of auto tickets and Anomalies in the system. (3-sigma based Anomaly detection)
- Analyzed the various Machine Learning & Time series algorithms for the forecasting of various metrics improving the system to identify issues in advance and for faster ticket/issue closure, and built the respective Time series forecasting model. (ARIMA, FbProphet, LSTM

SKILLS

Data Science

Machine Learning & AI

Deep Learning

Python

R

Tensorflow, Keras

Scikit-Learning

Data Mining

Data Modeling

Data Analysis

Data Visualization (Power BI & Tableau)

Java

Apache Kafka, Spark, Druid

SQL, MySQL, NoSQL

Unix

AWARDS

● **Best Performer of the Year**
BT 2019

● **Star Performer**
Amdocs 2017

etc)

- Analyzed and implemented a model for Event correlation. (Apriori & Eclat - Association Rule Learning Models)

- Worked on Liquid Metal Project, which was an internal project based on the concept of Smart Offices, and was part of the BT Challenge Cup, where we developed a Chatbot for internal users. (RASA framework)

Amdocs Inc, India— *Software Engineering Team Lead*

SEP 2011 - MAY 2017

- Provided analytics consulting for reducing the number of tickets by time series forecasting

- Mentored a team of 8 members as a Scrum Master for a few projects.

- Developed & maintained various components of the Amdocs billing product such as Customer management & replenishment management using Java, exposing various APIs that can be consumed by third party vendors for the process of replenishment.

- Over 16 months of Overseas Onsite experience in Client side, dealing directly with customers while being in Amdocs

EDUCATION

LJMU, United Kingdom — *MSc, Data Science*

2020 - 2021

Online Correspondence Program (Ongoing)

BPUT, Odisha, India — *BTech, Computer Science*

2007 - 2011

SIDE PROJECTS

Solar Panel Crack Detection — 2016

Worked on an Object detection & Image Classification proof of concept for a Singaporean startup as a freelancer.

Time Series Forecasting — 2017

Worked on various time series forecasting problems for a Mumbai based media startup.

Various Other Freelancing tasks — 2016-2017

Used to work on various freelancing tasks for multiple startups.

LICENSES & CERTIFICATIONS

- **Certified Data Scientist** - Collabera Inc.

- **Data Visualization using Tableau & Power BI** - Cognixia

- **English Verification** - Fluent - VanHack

- **Sun Certified Java Developer (SCJD)** - Cisco

HOBBY

Snooker

PC Games

Teaching

Travelling

Blogging

LANGUAGES

English

Hindi

Odia