Skill Highlights

|  |  |
| --- | --- |
| * **Innovation** * **Complex analytical problem solving** * **Agile** * **UI developer** * **Project Management** * **Strong analytical decision maker** |  |

Tools

* **R**
* **Python**
* **SAS**
* **HTML**

Achievements

* **Employee of the Year** Awarded for Year 2018
* **Delivery the Promise** Awardedfor Q4 2017 , Q1 2018
* **Team Star** awarded in Q4 2015 .
* **Leading Light** awarded in H2 2016 for “Leading the way in the race for excellent service delivery”.
* **Leading Light** awarded in Q1 2017 for “Leading the way in the race for excellent service delivery”.
* **Customer Award** awarded in Q2 2017.
* **First Class First (with honours) (Silver Medal Awarded)** in the department of Metallurgy of Materials Engineering from **IIEST Shibpur** (Batch of 2015).
* Received **Indranil Award** – **Metallurgist of the year** 2013 from MGMI , The Mining, Geological & Metallurgical Institute of India.

Education

Masters in Science: **Data Science** – 2018 -2020 **BITS PILANI**

**CGPA – 8.98**

Bachelor of Engineering: **Metallurgy and Materials Engineering** – 2011-2015 **IIEST, SHIBPUR**

**CGPA – 8.68**

Summary

Seasoned Data Scientist expertise in Machine Learning , Natural Language Processing (NLP) , Computer Vision (OCR) , UI development. Developed **in-house** multiple critical analytical solutions like Chatbots, Video Surveillance , Speech to Text Conversion, Neural Machine Translator, Resume Screening.

Experience

**HSBC – 10/06/2015 – till date (5 years)**

**Assistant Manager**

**Functional:**

Experience in the areas of :

* Digital Analytics : Commercializing Celebrus data and using it for driving better customer experience.

1. Analysis on Web Navigation leading to Calls / Sales– Hidden Markov Model (HMM) to study the sequence of web pages which leads to CRC call and introduce chatbots at required pages resulting in reduction in volumes of incoming CRC calls and improve customer experience.

* Customer Analytics : Improving better customer experience.

1. Analyse complaints registered by customers which are leading to Attrition/Disengagement resulting in identifying the severity of the complaints which help the staffs to action on the complaints as per priority and mitigate customer attrition.

* Data Science & Advanced Machine Learning:

1. Development of J.A.R.V.I.S (StaffBot) to help staffs to get answers to customer queries in a much more systematic and algorithmic way.
2. Using Computer Vision (OCR) capability to improve Sales Quality checks.
3. Building capability to algorithmically extract hand text characters (HTR)
4. Analyse ATM surveillance camera video to detect suspicious activity inside an ATM.
5. Create People Counter from real streaming video to analyse footfall in branches.
6. Inhouse development of Neural Machine Translators to translate French sentences to English.
7. Resume Screening Application to screen resumes and filter out required resumes basis skillsets and experience from a large pool of resumes in quick time.

**Non- Functional**

* **Designed and delivered Data Science and NLP trainings** in GAC Kolkata.
* **Led Team Blazzers in GML 2019** to win the trophy in 2019.
* Actively participate in Hackathons, SPARK and Datathon and **won 2 times SPARK and one Datathon competition.**
* **Mentor new joineers** to get started with Machine Learning.

**SUBHAJIT PAL**

Phone: 7044081235 Email : [subhajitpal.93@gmail.com](mailto:subhajitpal.93@gmail.com)