Suraj Rajolad

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LinkedIn , GitHub , Tableau

Data Science graduate student with expertise in machine learning, data visualization, and algorithm optimization, leveraging strong analytical and problem-solving skills to deliver innovative solutions in AI, statistical analysis, and business intelligence.

EDUCATION

University of Massachusetts Dartmouth, MSc Data Science, Dartmouth, MA. Expected 2025
(GPA: 3.6/4.0)

Acharya Institute of Technology, Bachelor of Engineering, Bengaluru 80/2017 – 06/2021
(GPA:7.6/10.0)

WORK EXPERIENCE:

Wipro limited , Workday Analyst *Bengaluru* (**10/ 2021 –01/ 2023)**

- *Conducted thorough analysis of trends in Service Cloud requests, identifying key causes behind frequent system issues; executed targeted improvements leading to a significant 30% reduction in related incidents over three months.*
- *Managed quarterly audits of loaded EIB data within the Workday system to identify discrepancies; findings led to corrective actions that resolved three critical causes of previous payroll inaccuracies.*
- *Established protocols that eliminated instances of duplicated information in the system; this initiative not only enhanced operational efficiency but also saved team members approximately five hours weekly on manual corrections.*

TECHNICAL SKILLS:

Coding languages: Java, Python, C, C++, HTML, CSS, java script, SQL.

Skills: Machine Learning, ETL process, Data engineering, NLP, Generative AI , AI, Statistical Analysis, Text mining, Business analytics, Data visualization, Quantitative modelling, Data analysis, Trend analysis, Pattern recognition, AWS, Tableau, VScode, GitHub, Strong verbal and written communication skills, Time management and multitasking, Detail-oriented with excellent organizational abilities, Proficiency in office tools (Microsoft Office, Google Workspace), Familiar with data handling and academic support tools, Team collaboration and administrative support.

PROJECT EXPERIENCE :

Credit card fraud Detection (02/2024 – 03/2024)

- Developed a Decision Tree Classifier achieving a 0.966 ROC-AUC score on a 2.8M-record dataset for fraud detection.
- Standardized and normalized 31 features, addressed class imbalance, and analyzed transaction patterns for deeper insights.
- Leveraged Python (NumPy, Pandas, Scikit-Learn) to build, evaluate, and optimize machine learning workflows.
- **Link to project: CCFD**

The Guardian Files: Data on Deadly Police Shootings in the U.S. (10/2023 – 11/ 2023)

- Analyzed multi-year datasets to identify high-risk locations for police shootings across Texas, driving actionable public policy recommendations.
- Structured data pipelines for efficient ingestion and transformation, ensuring accuracy and repeatability of results.
- Implemented advanced data visualizations to communicate insights effectively to stakeholders.
- **Link to project: TGF**

Banking chatbot and sentiment analysis (08/2020 – 06/2021)

- Developed a banking chatbot to assist clients by answering queries 24/7, ensuring continuous customer support.
- Implemented machine learning algorithms to enhance the chatbot's response accuracy over time.
- Engineered machine learning models that utilized NLTK for natural language processing; improved user satisfaction scores by refining response accuracy and reducing average handling time from five minutes to two minutes per interaction.
- **Link to project: BCB**

COURSES: Data Science Methodology, Coursera, Tools for Data Science, Coursera, Python for Data Science, Al and development, Coursera, Tableau 2024 A-Z: Hands-On Tableau Training for Data Science, Udemy