



May 02, 2023

**TO WHOMSOEVER IT MAY CONCERN**

Re: Professional Assessment of Mr. Shashank Goswami

I am writing to wholeheartedly support the petition filed on Mr. Shashank Goswami's behalf with U.S. immigration services. Although I have never worked with Mr. Goswami personally, I am familiar with his extraordinary contributions to healthcare analytics through the implementation of natural language processing in the industry. Mr. Goswami's cutting-edge innovations in healthcare analytics have won him wide acclaim for improvements in patient experience and outcomes. For these reasons, I have implemented his methodologies in my work.

I work as an Assistant Vice President of Decision Analytics at EXL. EXL is a U.S.-based multinational corporation specializing in analytics, digital interventions, and operations management to deliver solutions that help our clients outperform the competition. Using our combination of human ingenuity, AI, machine learning, and award-winning data talent, we help clients unlock new value, drive deeper insights, and power a winning business strategy that cuts through the noise. By partnering with EXL, organizations have advanced their business goals that take them farther.

Throughout my 14+ year career at EXL, I have spearheaded numerous business transformations by leveraging data and technology. My innovative and collaborative approach has enabled me to work with stakeholders from diverse business backgrounds to create groundbreaking and transformative solutions. I have led the design and development of analytic projects utilizing data science for healthcare payers and providers. I have gained extensive global exposure by working across India, the Philippines, and the USA. My rich experience has equipped me to assess Mr. Goswami's qualifications accurately.

The healthcare industry is complex, and it can be difficult for the average consumer to navigate their healthcare journey and make critical decisions about which doctor to go to or find important information, such as whether their insurance covers a particular procedure and the cost of medical care will be. These decisions can be critical and life-changing and are often made under considerable physical and mental stress. Mr. Goswami has worked to improve the customer experience through natural language processing (NLP), revolutionizing the healthcare industry. This is important to make medical care more accessible, transparent, and affordable.

Mr. Goswami's trailblazing contribution to data science in the healthcare field has been implementing a unique natural language processing (NLP) solution, which improves member health and reduces the cost of care by identifying early disease symptoms in the call transcripts between call center representatives and the incoming caller. He developed a sentiment prediction model using NLP, which predicts based on the customer text data whether the customer is happy or unhappy with different aspects in their healthcare journey and thus determines key focus areas where the customer needs support. Examples include whether they need support in finding the right doctor or estimating the cost of care, understanding healthcare coverage. This data makes the healthcare experience more informed, personalized, and transparent. It has resulted in



improved customer engagement and satisfaction. His sentiment prediction model, which uses advanced techniques such as deep learning and neural networks, has also informed proactive outreach to improve member retention, with a direct commercial impact on the healthcare industry.

I can personally attest to the groundbreaking nature of Mr. Goswami's contribution to the field of natural language processing in healthcare because I have applied Mr. Goswami's customer sentiment prediction approach using NLP in my company and was able to identify pain points which resulted in informed customer targeting. Mr. Goswami's work in this area includes using techniques like Named Entity Recognition (NER) to extract relevant medical information from unstructured patient data, resulting in healthcare companies making improved clinical decisions and personalized patient care. These transformative innovations in the critical healthcare field have the potential to change, improve, and save millions of lives.

Mr. Goswami shared his revolutionary work and novel approach at the Data Science Innovators Conference and Data Science Connect Conferences in 2022, gaining impressive international renown as an expert and researcher. These conferences are held by Data Science Connect, the largest data science community in the world, with over 60,000 members in more than eighty countries. Healthcare industry leaders have widely recognized Mr. Goswami's approach as a best practice and has been implemented in healthcare organizations nationwide. His international reputation as a thought leader further complements his exceptional abilities in this field.

Based on all his accomplishments and his established reputation, I can confirm—as an independent, objective observer—that Mr. Goswami is an outstanding healthcare data scientist and an extraordinary developer of natural language processing solutions. His trailblazing accomplishments have advanced healthcare industry practices. To maintain U.S. leadership in healthcare data science and natural language processing, I enthusiastically recommend his candidacy as an outstanding healthcare data scientist and extraordinary expert of unsurpassed ability in his specialization.

Thank you,

*Suraj Kumar Ekka*

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