

# Shivanshu Tiwari

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LinkedIn | GitHub | Portfolio

## Summary

An ambitious data scientist with 3+ years of experience in data-backed client support roles at Amazon. Adaptive to transform complex business problems into data-driven insights. Proficient in Python, SQL, Power BI, and machine learning models. Completed multiple ML projects in NLP, Time Series, and Classification. Passionate about building scalable models that solve real-world problems.

## Technical Skills

**Languages:** Python, SQL, Bash

**Libraries/Tools:** Pandas, NumPy, Scikit-learn, Matplotlib, Seaborn, TensorFlow (beginner), Power BI, Excel

**Techniques:** Data Cleaning, Feature Engineering, EDA, Model Selection, Model Validation, NLP, Time Series Forecasting, Sentiment Analysis

## Experience

### Amazon India

Kanpur, India

*Seller Support Associate (Data-Focused)*

Mar 2024 – Present

- Analyzed recurring patterns in seller support queries using SQL and Excel to suggest workflow optimizations
- Designed internal Excel dashboards to reduce response time by 20% for FBA and FinOps queries
- Proposed logic-based tagging for priority tickets, improving triage efficiency and reducing resolution SLA
- Collaborated with internal technical teams to document and improve query categorization workflows

## Projects

### Vehicle Insurance Purchase Prediction

Feb. 2025 — Mar. 2025

- Designed and deployed an end-to-end machine learning pipeline on AWS EC2 using Docker and Flask for real-time predictions.
- Achieved 88% accuracy and 0.84 AUC using Random Forest; improved model deployment through CI / CD through GitHub Actions.
- Reduced manual outreach efforts by 60% by enabling automated customer targeting.

### Customer Churn Prediction

Apr 2025 – May 2025

- Developed a predictive model using Random Forest and Logistic Regression to classify churn risk.
- Performed exploratory data analysis (EDA) to extract five key churn indicators, including monthly charges and contract type.
- Created an interactive Streamlit dashboard with filters for churn probability and customer demographics.
- Integrated insights into the model with CRM systems; enabled a 15% reduction in churn within one quarter.

## Education

### Executive PG Diploma in Data Science and Artificial Intelligence

2024 – 2025

*iHub, IIT Roorkee*

### Bachelor of Science (Mathematics)

2019 – 2022

*Chhatrapati Shahu Ji Maharaj University, Kanpur*