

Shivanshu Tiwari

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SUMMARY

Analytical professional with 3 years of client support experience seeking to leverage strong problem-solving abilities and acquired data science skills as a Data Scientist. Offering a combination of customer insight, technical aptitude, and proven ability to solve technical problems.

WORK EXPERIENCE

Seller Support Associate - Amazon

Mar 2024 - present

- Analyze and resolve complex operational discrepancies for sellers by querying databases, identifying root causes, and providing data-driven solutions for fulfillment center unit investigations.
- Contributed to Gen AI ticket classification project, to improve automated ticket routing and resolution efficiency.
- Communicate technical findings and insights to sellers, translating complex data into clear business recommendations.

Senior Representative - Concentrix

Sep 2022 - Feb 2024

- Resolved technical tickets for US-based telecom customers by analyzing network and service data to identify operational inefficiencies
- Diagnosed root causes of connectivity and service issues through systematic troubleshooting and data analysis methodologies

PROJECTS

Customer Churn Pipeline

[github repo](#)

- Developed end-to-end churn prediction system analyzing 7,043 customer records with 21 features to identify at-risk customers in the telecom industry
- Evaluated 5 ML algorithms (Logistic Regression, Decision Trees, Random Forest, AdaBoost, Gradient Boosting) achieving 84.68% accuracy with optimized model selection
- Addressed class imbalance through feature engineering and threshold tuning, improving the True Positive detection rate
- Built interactive Streamlit dashboard deployed on Streamlit Cloud with Flask backend for real-time churn risk scoring

EDUCATION

2024 - 2025 Diploma in Data Science & AI at **Intellipaat**

2019 - 2022 Bachelor's Degree at **Kanpur University**

(GPA: 6.0/10.0)

SKILLS

Programming & Tools	Python, SQL
Machine Learning	scikit-learn, Logistic Regression, Random Forest, Gradient Boosting, Feature Engineering
Cloud & Deployment	AWS (EC2, S3, ECR), Docker
Data & Visualization	pandas, NumPy, matplotlib, seaborn, Streamlit