Chintan B. Raiyani
Machine Learning Software Engineer

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Education

June, 2017	**M.Tech** in Computer Science **National Institute of Technology, Rourkela, Orissa**
June, 2014	**B.Tech** in Computer Science **Institute of Technology, Nirma University, Gujarat**

Professional Experience

SAP Labs India,

ML Engineer - CX ML & Analytics team (July, 2019 - Present)
Responsible for implementation & design of ML Admin microservices, inference flow microservices for all the ML scenarios. Also responsible for MLOps, ML Pipeline, Data plane CDI API, Admin Services.

Mainly responsible for ML scenarios in the cx sales area which are ticket recommendation, categorization, summarization, time to completion, topic analyzer, email template recommendation, nlp classification, profanity check, machine translation and in the sales area responsible for business text intelligent, product recommendation.

Developer - FSM (Nov, 2018- July, 2019)
Responsible for designing and implementation of business objects and business services(REST(OData) & SOAP) for FSM integration and also design the integration flow for the same. Also integration ticket interaction ML scenarios inference flow.

Associate Developer - CX service (Feb, 2018 - Nov, 2018)
Responsible for designing end to end integration flow design and implementation for the utilities services from ERP systems to CX systems. Also responsible for designing and implementation of business objects and business services(REST(OData) & SOAP) of product, skill master data of c4c service area and service request transaction data. Also responsible for integrating ML services(ticket time to completion, prioritization, ticket categorization & summerization) into service request business object.

Associate Developer - C4C field service (July, 2017 - Feb, 2018)
Responsible for designing and implementation of business objects and business services(REST(OData) & SOAP) of register product, install base and install point master data of c4c service area.

NIT Rourkela,

Technical Assistant (Bigdata & SE Lab) (January-April, 2017)
Under Prof. P.M. Khillar sir's guidance, I was teaching the Hadoop especially, Map-Reduce, Basics of Pig, basic java with oops, restful and micro-service architecture and software engineering tools.

Technical Assistant (ML & DC Lab) (August-November, 2016)
Under Prof. S.K. Rath sir's guidance, I was teaching basic machine learning and deep learning, data analysis(using weka) and IoT technology in the DC labs.

IPR (Institute for Plasma Research),

Research Intern (January-April, 2014 - Internship)
Under Dr. Sutapa Ranjan's(In-charge, Computer facility at IPR) guidance, I was working on BTS and Tokamak Simulator(a plasma turbulence simulation for PRL) where I concentrated on parallel computing(Using CUDA) later on shifted to proprietary to open-source language translator projects.

Technical Skills

Programming Languages :	JAVA, Python, Javascript, Nodejs, Shell Scripting
Databases :	SQL, MongoDB
Bigdata tools :	Apache Hadoop, Dask, Apache Spark
Frameworks & Library :	Keras, TensorFlow, PyTorch, Springboot, Cocos2dx, Angular, React
Other :	C/C++, Android, R, Matlab, Cordova, Docker, Kubernetes, Hibernate

PROJECTS

Feedback Mining of Enterprise Applications (May-Aug, 2019)
This was a POC project to calculate which area of our solution we should focus more on. For that, we collected and mined data from the behavior of end-users for the given solution and here we used concepts of Data Science, Machine Learning, NLP and recommendation systems.

Ticket Service Intelligence (Jan 2018 - May 2019)
This system involves end to end 360 scenarios of service agent requirements which starts from the interaction of end-user with bots to the maintenance plans. Here we designed a service ticket scenario which does information extraction, sentiment analysis and so many other intelligence scenarios which also involves some RPA and integration part.

OMR checker(Nov 2018 - Dec 2018)
This is an android application developed by Shreyas Patel that helps to extract answers from multichoice questions mark sheet. Here I contributed for object detection and data extraction parts.

AI-based Cloudlet Allocation (August,2016-May,2017)
It's a pg research project on optimization of resource allocation in the cloud and distributed system using various heuristic-based artificial intelligent techniques(A*, Gravitational, Genetic, Ant colony and many more) with an objective of cost optimization, inspired by the nature of code book by Daniel Shiffman.

Vadodara FTS (March-May, 2015)
It's an android/java based proprietary application for Gujarat government for the land revenue administration progress information from collectorate office, created with the cooperation of MicroIT solution. It helps the officer to access the dashboard of whole district so that they can view the progress of all application.

CERTIFICATION & COURSES

Mar 2020	Introduction to Deep Learning with PyTorch	(DataCamp)
Oct 2019	Machine Learning From Digital Dreams to Reality	(Level 1, SAP)
July 2019	Introduction to TensorFlow in Python	(DataCamp)
July 2019	Advanced Deep Learning with Keras in Python	(DataCamp)
July 2019	Natural Language Processing Fundamentals in Python	(DataCamp)
July 2019	Introduction to Time Series Analysis in Python	(DataCamp)
July 2019	Convolutional Neural Networks for Image Processing	(DataCamp)
July 2019	Cleaning Data in Python	(DataCamp)
July 2019	Preprocessing for Machine Learning in Python	(DataCamp)
2017-2018	UI5 and ML and DataScience for Leonardo Courses	(OpenSAP)
Mar 2017	Advanced Digital Signal Processing Workshop,	(GIAN, NIT Rourkela)
Dec 2016	Recommender System Workshop	(GIAN, NIT Rourkela)

SOFT SKILLS

Fluent in English, Hindi, and Gujarati (Mothertongue).
Innovative Thinking, Good Decision Making, Self Motivation, Team-Working Skills, Creativity and Problem-Solving Skills.