Vineetha Gali

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Key Responsibilities:

- Improved Customer Satisfaction score by 12 percent using ML and NLP solutions for Telecom clients.
- Defined data stories based on business problem and presented to clients and stakeholders
  - Implemented methods such as Benchmarking the base models, parallelized and scheduled the existing data pipelines.

Professional Experience:

Foray Software, Senior Business Analyst   Hyderabad, May 2016-Present
Predictive Analytics:

Problem Statement: To improve CSAT score through reschedule ticket forecasting.
- Extracted data from SQL tables and performed necessary transformation to fetch cleansed dataset. Built classification model to predict whether the rescheduled volume of tickets are of High, Medium or Low in a particular district and scaled across 400 districts of Australia.
- Built Power BI dashboards to display insights to stake holders and clients. Reduced head count by 10 percent.

Text Analytics Projects:

- Performed Sentiment Analysis and Topic classification on customer feedback and displayed insights on power bi dashboard. Used DAX functions to transform data in Power BI. Displayed results on Power BI dashboard
- Improved average CSAT score by 12 percent through retraining lagging agents.

Projects:

- Built Dashboards to display gender diversity and Talent Acquisition Metrics.

- Performed Sentiment Analysis on employee survey data on learning of courses
- Implemented topic modelling on employee survey data to fetch various key drivers in the surveys.
- Built Attrition Prediction Model using Logistic Regression . Displayed correlated variables on Dashboard

- Built Power-BI dashboards to display insights in conversations using bigrams, high frequency words,

strong adjectives. Used pandas and DAX functions to transform data.

Education Details:
- ✓ Completed B COM from GVR&S Degree college for women (2013-2016).
- ✓ Intermediate from Vasavi Junior College in 2011-2013.
- ✓ SSC from Z PH High School in 2011.

Curricular Activities:

- ✓ Participated in college and school level debate and essay competition, science fairs and received applauds.
- ✓ Event organizer for college Annual Day celebration other technical events.

Declaration:

I hereby declare that the information furnished above is true to the best my knowledge.

Date: **Signature**

Place: **(Vineetha G)**