Yash Bharat Thakkar

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LinkedIn: https://www.linkedin.com/in/yashthakk/ Portfolio: https://yashbthakkar.github.io/resume/

EDUCATION

The University of Texas at Dallas **GPA 3.9/4**
Master of Science, Business analytics & Artificial intelligence
Honor: Program Excellence Scholar (awarded to top 0.1% of the incoming batch)

Ganpat University, Gujarat, India **GPA 3.8/4**
Bachelor of Technology, Electronics & Communications

SKILLS

Data Analysis: R, SQL, Python, GITHub, ER-Assistant, PostgreSQL, Asana, JIRA, CRM, SAP.
Data Visualization: Microsoft power BI, Tableau, Quicksight, Alteryx, KNIME.
Organizational: Public Speaking, Stakeholder Management, Active Listener, Team Player, Leadership Development.
Additional: Microsoft Office (Excel, Access, Word, PowerPoint, Outlook, Copilot (certified)), Adobe Photoshoot, Canva.

PROFESSIONAL EXPERIENCE

Operations Manager – Alexa Data Science – Operations, **Amazon, Chennai, India**   December 2018 - November 2023
- Led the team of 52 analysts and developed, optimized Alexa's Machine Learning models, specializing in Automatic Speech Recognition (ASR) and Natural Language Understanding (NLU). This initiative enhanced data processing and analysis capabilities, contributing to a 13% increase in operational efficiency across APAC and EMEA, with a yearly transactional volume of 300MM in ASR, NLU, and Goal success Rate data.
- Ideated and implemented SENSAI, a secure data management system that improved customer-labelled data by 230MM, yielding ~$30K in savings MOM. Recognized by the Amazon Tech Director for driving a comprehensive program roadmap that improved data accuracy, centralized KPI monitoring, and supported 50 associates across 12 languages and 2 sites.

Jr R&D Engineer, **Masibus Automation and Instrumentation Pvt Ltd, Gujarat, India**   June 2017 - December 2018
- Developed high-speed PCB designs using Altium Designer, reduced turn-around-time by 2 days from 8 days.

Graduate Intern, **Flextronics, Chennai, India** January 2017 - April 2017
- Streamlined administrative processes by creating detailed project plans, made macros which reduced AHT by 12s.

Graduate Intern, **Indian Institute of Management Ahmedabad, Gujarat, India**   December 2015 - March 2016
- Conducted research and contributed to sports merchandising projects, impacted in publishing paper for professor.

PROJECTS

Hindi Language Alexa Launch - Alexa Machine Learning, Amazon
- Pioneered the development of Alexa's Hindi language module, integrating deep learning models for accurate speech-to-text conversion. Led manual transcription efforts and fine-tuned the ASR system, boosting accuracy by 661 Base Points and ensuring seamless user interactions.

Global Month of Volunteering - Amazon in the Community, Amazon
- Initiated and managed the Global Month of Volunteering, coordinating with multiple vendors and teams to execute impactful community programs. This effort enhanced Amazon's CSAT score by 0.4% in just one month.
- Communicated effectively with stakeholders and senior leadership, including **JEFF BEZOS, who recognized the initiative's success in a company-wide newsletter mentioning me.** Demonstrated exceptional organizational skills and the ability to drive innovation in community engagement.

ORGANIZATION

President - Graduate Student Assembly, UT Dallas June 2025 - Present
Microsoft Student Ambassador, UT Dallas August 2024 - Present
Senior Board Member - Student Affairs, UT Dallas September 2024 - Present
Global Ambassador – ISSO – Pathway to UT Dallas September 2024 - Present

AWARDS & CERTIFICATES

Making Great Hiring Decisions (MGHD) Certified by Amazon
Google Project Management Certified (G-PMP)
Lean Six Sigma Certified
Foundational Micro-Credential, Machine Learning Fundamentals Micro-Credential, Alteryx
1st Place in United States Business Analytics Symposium at University of Arlington