

YASH KANTHARIA

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Work Experience

Artificial Intelligence Engineer | B2C SaaS | Python, SQL, Django, JavaScript, HTML, CSS, Firebase, JIRA, AWS, GCP, Git

The Showcase - Exchange IT

New York, NY

August 2024 - Present

- Developed an LLM-powered **chatbot** using **StreamLit** and **Gemini** API to assist students with career guidance and tailoring resume.
- Architected** and managed **cloud infrastructure** on **AWS**, leveraging **RDS**, **EC2**, **Lambda**, **S3**, and **IAM** to deploy a scalable website.
- Configured custom domains** in **DNS** with **SSL** certificates to secure websites via **HTTPS**, ensuring best practices for web security.
- Led **research** and development to create a **document similarity matching system** using **superimposed context vectors**, optimizing candidate **profile-to-job role matching**.

Data Engineer | B2B SaaS | Python, SQL, Tableau, Dremio, Zendesk, Excel, AWS, Azure, Mixpanel, Git

Fractal Analytics (Crux Intelligence)

Mumbai, India

August 2021 – August 2022

- Revamped **ETL data pipelines** by **automating manual processes**, improving **data model accuracy** and **operational efficiency**.
- Optimized **SQL procedures** and **Python scripts** for **complex data operations**, generating **custom user metrics** across team hierarchy.
- Designed and implemented **role-based analytical dashboards** tailored to **client KPIs** for **sales** and **marketing teams**.
- Onboarded clients to **Crux Intelligence**, an **NLP-powered analytics product**, transitioning from tools like **Tableau** and **PowerBI**.
- Acted as a **technical advisor** for **Finance** and **CPG clients**, resolving **escalations**, addressing **data discrepancies**, and driving **ROI**.
- Translated **complex data** into **actionable insights** for both **technical** and **non-technical stakeholders**.

Senior Customer Success Engineer | B2B SaaS | Java, JavaScript, HTML, CSS, React, Python, SQL, AWS, GCP, Firebase, JIRA, Git

CleverTap

Mumbai, India

July 2019 – August 2021

- Resolved **8,000+ technical queries** related to **SDK integrations** in **Android**, **iOS**, and **Web**, reducing **onboarding time** and **churn rate**.
- Collaborated with over **40 global client teams**, including **Disney**, **Uber**, **Reliance**, and **Sony**, to design **multi-channel ad marketing strategies**, boosting **click-through rates** by **15%** using platforms like **APNS**, **FCM**, and **MailChimp**.
- Created a **Java-based Android app** integrated with the **CleverTap SDK** and **Firebase Analytics** for **user data tracking**, enabling **client demos**, **issue replication**, **feature testing**, and **team training**.
- Analyzed and enhanced **client support processes** using **Latent Dirichlet Allocation (LDA)** and **keyword analysis**, leading to targeted **workflow improvements** and a **15% reduction** in average **issue resolution time**.
- Developed documentation for a **technical knowledge base**, reducing **ticket resolution time** by **25%** and improving **team efficiency**.
- Managed and mentored a team of **five**, enhancing **productivity** by **10%** through **collaboration** and **knowledge sharing**.

Technical Skills

Programming Languages: Python, SQL, Java, C/C++, JavaScript

Software Tools: Postman, Dremio, Jupyter, Git, MySQL, PostgreSQL, JIRA, Trello, Splunk, Google Analytics, Firebase, BigQuery, Linux, Shell Scripting, CleverTap, Putty, SCP, Webhooks, JSON, XML, HTML, CSS

Cloud Platforms: AWS (Lambda, S3, EC2, RDS), Azure, Google Cloud Platform

Machine Learning: Regression, Classification, Timeseries Analysis, NLP, Scikit-learn, TensorFlow, PyTorch, LLM Fine-tuning

Data Engineering and Analytics: ETL, Data Cleaning, NoSQL (MongoDB), Spark, Snowflake, Docker, Tableau, Matplotlib

Education

Pace University, Seidenberg School of Computer Science and Information Systems

New York, NY

Master of Science (MS) in Computer Science | GPA: 3.83

Graduated: May 2024

Relevant Coursework: Data Science, Deep Learning, Artificial Intelligence, Natural Language Processing

University of Mumbai

Mumbai, India

Bachelor of Engineering (BEng) in Information Technology

June 2019

Relevant Coursework: Data Mining, Advanced Database Management Systems, Artificial Intelligence, Big Data Analytics

Projects (More projects are available on [GitHub](https://github.com/yashkantharia))

Fine-Tuning LLM for English-to-French Translation

May 2024

- Enhanced English to French sentence translation quality using the Gemma 2b Large Language Model with unsloth, outperforming a baseline Seq2Seq model (PyTorch).

Understanding Vector Representations of Words using Glove and Word2Vec

February 2024

- Explored semantic relationships between words using pre-trained Glove and Word2Vec embeddings. Visualized word vectors and performed vector arithmetic to analyze analogies and similarities.

WebScraper API

October 2020

- Built a Flask API with Selenium, BeautifulSoup, Gensim, and basic authentication for capturing metadata, icons, contact details, a screenshot of the home page, and a website summary into a CSV file.

Real-time Uninstall Tracking for Android Applications (Java, Firebase Analytics, Node.js, REST APIs, Android)

December 2019

- Developed a Java-based Android application with CleverTap and Firebase SDK for real-time uninstall tracking in Android apps, achieving near 100% accuracy.

Publication

S. Jhaveri, I. Khedkar, Y. Kantharia and S. Jaswal, "Success Prediction using Random Forest, CatBoost, XGBoost and AdaBoost for Kickstarter Campaigns," 3rd International Conference on Computing Methodologies and Communication (ICCMC), Erode, India, 2019.

Link: <https://ieeexplore.ieee.org/document/8819828>