YASH KANTHARIA

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Work Experience

Artificial Intelligence Engineer Intern | B2C SaaS | Python, PostgreSQL, 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.
- Building a **document matching system** using **superimposed context vectors**, enhancing candidate profile-to-job role matching.

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

Fractal Analytics (Crux Intelligence)   Mumbai, India   August 2021 – August 2022

- **Automated ETL** pipelines and **optimized SQL** procedures using **Python**, **REST APIs**, **PostgreSQL**, and **Azure**, reducing execution time by **80%,** improving data accuracy, and boosting data processing speed by **40%** with custom user metrics at various hierarchical levels.
- 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, Splunk

CleverTap   Mumbai, India   July 2019 – August 2021

- Resolved **8,000+ AdTech queries** related to **SDK integrations** in **Android**, **iOS**, and **Web**, reducing **onboarding time** and **churn rate**.
- Collaborated with over **40 global brands**, 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, IAM), Azure, Google Cloud Platform*
Data Science: *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

University of Mumbai   Mumbai, India
Bachelor of Engineering (**BEng**) in Information Technology   June 2019

Projects (*More projects are available on GitHub*)

Fine-tuning LLM for English-to-French Translation | Python, Sloth, Gemma 2b, PyTorch, Seq2Seq, LORA.   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 Word Vectors using Glove and Word2Vec | Python, Glove, Word2Vec, Clustering, TSNE.   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.

Data Pipeline Automation | Python, SQL, Azure Blob Storage, REST APIs.   October 2022
- Implemented Python scripts to automate periodic data extraction from a private network's SQL database, executing complex calculations, formatting data into CSV or Parquet files, uploading them to Azure Blob Storage, and triggering an HTTP API.

WebScraper API | Python, Selenium, Flask, BeautifulSoup, HTML, DOM, Pandas.   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 app using CleverTap and Firebase SDK for real-time uninstall tracking, achieving near 100% accuracy and eliminating reliance on unreliable silent push notifications.

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