YASH KANTHARIA

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Work Experience

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

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

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

CleverTap   Mumbai, India   July 2019 – August 2021

- Resolved over **8,000 technical queries** related to **SDK integrations** in **Android**, **iOS**, and **Web**, significantly reducing **onboarding time** and **churn rate**.
- Collaborated with over **40 client teams**, including **Disney**, **Uber**, 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**.

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

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*

Projects

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 Sloth, 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.

More projects are available on GitHub.

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