

# ZIEGEN BALG BENJAMIN J

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## SUMMARY

B.Tech graduate in **Artificial Intelligence & Data Science** with expertise in **data analytics, BI dashboards, SQL, and ML/AI**, experienced in turning raw data into actionable insights using **Power BI, Tableau**, and Excel; passionate about solving business challenges through **EDA, KPI** visualization and statistical analysis.

## EXPERIENCE

### HTC Global Services

Data and AI Intern

April 2025 - July 2025

- Built **RAG pipelines** with LangChain & OpenAI, monitored via LangSmith and Langfuse.
- Developed **Neo4j knowledge graphs** and **graph-based Q&A** using Runway, LangGraph, and text-to-Cypher.
- Designed **FastAPI endpoints** for document upload, LLM queries, and metrics, with MCP server tool-chaining.

### TCS (Forage) — Virtual Data Analyst Intern

Data Analyst Intern

Jan 2025 - Feb 2025

- Built executive dashboards in **Tableau for KPI visualization**.
- Performed exploratory **data analysis, preprocessing**, and produced **interactive reports**.
- Practiced stakeholder **communication** and **data storytelling**.

## SKILLS

**Programming:** Python, CSS, HTML, Java(Basics)

**Databases:** Oracle, Neo4j, MySQL.

**Tools:** Git, GitHub, VS Code, Tableau, Power BI, Excel, Cursor ai.

**Frameworks:** Pandas, NumPy, Scikit-learn, OpenCV, LangChain, LangSmith, Langfuse, TensorFlow, PyTorch.

**Cloud & API:** AWS, FastAPI, MCP.

**Concepts:** EDA, Machine Learning, Deep Learning, Feature Engineering, Generative AI, Data analytics.

## EDUCATION

### Jeppiaar Engineering College

Bachelor of Technology in Artificial Intelligence & Data Science - 8.5

2021 - 2025

### St. Joseph Academy Matriculation Higher Secondary School

Higher Secondary - 89

2020 - 2021

## PROJECTS

### Churn Analysis for Customer Retention Dashboard (Power BI)

- Built interactive **churn dashboard**; analyzed **demographics, service usage, contract types**, and payment methods to drive retention insights.

### Diversity & Inclusion Dashboard (Tableau)

- Analyzed **gender distribution** and workforce **diversity by job level**; delivered performance insights and recommendations.

### SQL Agent with LangChain & OpenAI

- Natural language to **SQL using schema-aware agents**; integrated LangSmith for debugging, latency monitoring, and prompt evaluation.

### Knowledge Graph Ingestion (Neo4j Runway)

- Converted relational data to semantic graph models using Neo4j Runway, OpenAI Discovery, GraphModeler; **enabled Cypher + LLM reasoning**

## CERTIFICATE

Google Data Analytics — Coursera

Python Certification -Imarticus

Tableau — Simplilearn

Data Analytics — Greens Technologies