

PROFILE SUMMARY

Data Scientist with 1+ years of experience in data preprocessing, predictive modeling, ML, and visualization. Strong foundation in statistics, mathematics, and AI, with expertise in Python, Big Data technologies, and Cloud computing. Holds a Bachelor's in Computer Applications (BCA). Currently at FirstSource, gaining exposure to corporate environments while enhancing analytical and problem-solving skills.

EXPERIENCE

Customer Support Associate Firstsource Solutions Limited, Hyderabad	July 2024 – Present
- Managed 80+ daily customer interactions via CRM, achieving a 95% first-contact resolution rate. - Utilized SAP ERP for dispute tracking, reducing resolution time by 20% and ensuring SLA compliance. - Identified customer pain points via root cause analysis, improving workflow efficiency by 15%. - Generated Excel-based dashboards using Power Query to analyze dispute trends, maintaining a 90% CSAT. - Collaborated cross-functionally to resolve escalations, increasing customer retention by 10%. - Automated repetitive data tasks with Python (Pandas, NumPy), reducing manual effort by 10%.	
Data Science Intern GoFreeLab Technologies Pvt Ltd	December 2023 – June 2024
- Preprocessed and cleaned large datasets (10,000+ rows) using Pandas, improving data quality by 25%. - Performed Exploratory Data Analysis (EDA) with Matplotlib, optimizing insights and model tuning. - Developed supervised ML models (Linear Regression, Decision Trees) with 85% predictive accuracy. - Created interactive data visualizations in Seaborn and Power BI, improving decision-making. - Optimized feature selection techniques, reducing data pipeline processing time by 20%. - Automated report generation using Python and SQL queries, reducing manual effort by 30%.	

EDUCATION

Bachelor of Computer Applications (BCA) Al-Ameen College, Edathala	2024
- Relevant Coursework: Data Structures, Advanced Statistics, Discrete Mathematics, Software Engineering, Cloud Computing, C, C++, Java, HTML, CSS, JavaScript, Computer Programming, Computer Architecture, Operating Systems, Database Management Systems, Linux, Computer Networking, Android Development, Web Technologies, Big Data Technologies. - Key Project: Movie Recommendation System using Machine Learning	
Higher Secondary (Bio-Mathematics) St. Joseph's EMHSS, Thrikkakara	2020

PROJECTS

ScriptSling Python, GPT4ALL, Chrome Extension, FastAPI, NumPy, Pandas, SQLite, llama.cpp	GitHub Repository
- Built a locally running GPT4ALL-powered Chrome extension for customer support agents, reducing Average Handling Time (AHT) by 50% and grammatical errors by 95%. - Developed a FastAPI-based local inference server with llama.cpp, optimizing response generation time to under 1.5 seconds. - Fine-tuned GPT4ALL on industry-specific abbreviations and customer-friendly terminology, increasing response relevance by 40%. - Implemented SQLite caching for frequent queries, improving efficiency and reducing redundant LLM calls by 30%.	
Predictive Sales Analytics Model Python, Scikit-Learn, Pandas, Matplotlib, Seaborn, Streamlit	GitHub Repository
- Developed an ML-based predictive sales model achieving 85% accuracy using Linear Regression and Random Forest. - Engineered key features with Pandas, reducing Mean Absolute Error (MAE) by 25% and improving forecast stability. - Deployed an interactive Streamlit dashboard for real-time visualization of sales trends and forecasting insights.	
Movie Recommendation System Python, Pandas, Scikit-learn, Streamlit, SQL	GitHub Repository
- Built a movie recommendation system using Collaborative and Content-Based Filtering, achieving 85% accuracy in recommendations. - Preprocessed data with Pandas, optimizing the model using precision (0.78), recall (0.82), and F1-score (0.80). - Created an interactive web app with Streamlit for real-time personalized recommendations. - Managed and queried user and movie data with SQL for efficient retrieval and recommendations.	

AWARDS AND CERTIFICATIONS

Data Scientist <i>Expertzlab Technologies Pvt. Ltd</i>	<i>November 2023</i>
Data Analytics and Visualization <i>Accenture</i>	<i>May 2024</i>
Additional Certifications and Training	
– Completed Udeemy courses, including:	
* Python Development and Data Science: Variables and Data Types	
* SQL for Developers, Data Analysts, and BI	
* Python and Django Full Stack Web Developer Bootcamp	
* Google Gemini AI with Python API	
* Practical Next.js and React - Build a Real WebApp with Next.js	

TECHNICAL SKILLS

Programming Languages: Python, R, SQL, JavaScript, C, C++
Data Science Frameworks: TensorFlow, PyTorch, Scikit-learn, XGBoost, Hadoop, Spark
Visualization Tools: Tableau, Power BI, Matplotlib, Seaborn, Plotly
Big Data Tools: Apache Hadoop, Apache Spark, Hive, HDFS
Machine Learning and AI: Supervised Learning, Unsupervised Learning, Reinforcement Learning, Deep Learning, NLP, Ensemble Models
Data Processing Tools: Pandas, NumPy, SciPy, BeautifulSoup, NLTK, OpenCV
Web Development Tools: Django, Flask, HTML, CSS, JavaScript
Version Control: Git, GitHub
Databases: MySQL, MongoDB, PostgreSQL
Cloud Platforms: AWS (S3, EC2, Lambda), Google Cloud Platform (GCP)
Containerization: Docker
Notebooks and IDEs: Jupyter Notebooks, PyCharm, VS Code
Generative AI: GPT-4, BERT, DALL·E, T5, ChatGPT

SOFT SKILLS

Core Competencies: Problem Solving, Critical Thinking, Adaptability, Creativity, Leadership, Effective Communication, Team Collaboration, Time Management
Professional Skills: Self-Learning, Presentation, Project Management, Stakeholder Engagement, Decision-Making under Pressure
Areas of Interest: Business Analytics, Data Analysis, Artificial Intelligence, Machine Learning, NLP, Predictive Modeling
Languages: English (Fluent), Hindi (Conversational), Malayalam (Native)