

Rishabh K Sharma

DATA SCIENTIST

Mumbai, Maharashtra

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Summary

Data Scientist with 6 years of broad-based experience in building data intensive applications, overcoming complex architectural and scalability issues. Proficient in predictive modelling and data mining algorithms, as well as scripting language like python. Capable of creating, developing, testing and deploying high adaptive diverse services to transfer business and functional qualifications and substantial deliverables.

Skills

Programming & Libraries	Python, NumPy, Pandas, Matplotlib, JSON, Jupyter Notebook, PyCharm
RESTful API Framework	Falcon, Flask and Django
Domain	Telecom, Contact center
Virtual Assistants	Amazon Alexa, Google Home
Version Control System	Amazon Alexa, Google Home
Operating system	Ubuntu, MacOS, Windows
Machine Learning Software/Tools	Scikit-learn, Spacy, NLTK
Other Software/Tools	Machine Learning, Statistics, NLP, Conversational AI
Languages	English, Hindi

Experience

Vodafone Idea Limited (V!)

GM - SR. DATA SCIENTIST

Mumbai, Maharashtra

Nov. 2020 - Present

- Worked on upselling of products which helped in the revenue gain.
- Worked on a problem of address mapping of the subscribers for better plan recommendation.
- Developed a high propensity model to predict a subscriber mode of recharge digital or non-digital.
- Developed a mechanism to share the data in a secured way with third party vendors.

Lumenore - Netlink Software Private Limited

LEAD - DATA SCIENCE

Bhopal, Madhya Pradesh

Sep. 2015 - Oct. 2020

- A core developer of Lumenore, created a module (AskMe) from scratch.
- Worked on Contact center industry data and solved various ML based classification problems.
- Created AI assistants on Amazon Alexa and Google Home for quick business insights.
- Worked on Natural Language Processing to develop module AskMe.

Education

Rajiv Gandhi Proudyogiki Vishwavidyalaya (RGPV)

M.TECH. IN COMPUTER SCIENCE AND ENGINEERING

Bhopal, Madhya Pradesh

July. 2017 - June. 2019

- CGPA: 8.3 out of 10

Rajiv Gandhi Proudyogiki Vishwavidyalaya (RGPV)

B.E. IN COMPUTER SCIENCE AND ENGINEERING

Bhopal, Madhya Pradesh

July. 2012 - June. 2016

- CGPA: 8.01 out of 10

Projects

Digital Propensity Model

Vodafone Idea Limited (V!)

- Developed ML model to find out subscriber who has high propensity to recharge via digital medium.
- Used XGBoost to perform the classification of the digital and non-digital recharging subscribers.
- Data size for the project was ~100 million.

Plan Upselling Model

Vodafone Idea Limited (V!)

- Developed ML model to find out the user who has high propensity to upgrade their existing plan.
- Used XGBoost to perform the multi-class classification to suggest the best possible plan.
- Data size for the project was ~1 million.
- Worked with highly imbalance dataset.

Product Recommender system

Vodafone Idea Limited (V!)

- Developed a recommender system to recommend the next three products for the enterprise customers.
- Used cosine similarity to find out the similarities of customer and recommended product on the basis of it.
- Data size for the project was ~0.2 million.

AskMe

Lumenore - Netlink Software Private Limited

- Developed this module from scratch in Lumenore platform by Netlink.
- Developed a NLP engine which process the natural language and convert it into ansible SQL.
- Developed a metadata engine which automatically generates the metadata of the customer's database to generate queries.
- AskMe acts like a bridge between business user and database.

E-Mail Analytics

Lumenore - Netlink Software Private Limited

- Developed APIs which fetches emails from the customer database then pre-process them and put it into the target table for the classification purpose.
- Developed a classifier which classify the emails based on the previously trained dataset prepared manually by the agents.
- Developed fuzzy logic which compares the input email with the keywords and phrases and generate the possible reply of the email.

Contact Center QA automation

Lumenore - Netlink Software Private Limited

- Developed a python script which pulls the dual channel text converted from the audio calls by the customer.
- Processed each and every call's text data for verification of presence of all the disclosers.
- Developed APIs in python for managing the admin module which takes care of all the discloser which Clint manages.
- Create a corpus which helps finding the disclosers in the call's converted text.

Achievements

- Awarded the best team work for 3 consecutive years in Netlink for the contribution did in the product Lumenore.
- Awarded the dream team award in Vodafone Idea Limited for the contribution did in the Digital Propensity Model.

Hobbies

- Building something with Raspberry Pi.
- Write letters or some cards or some message using Calligraphy.
- Love to make portraits of people using Pop art B/W.