Rishabh K Sharma

Data engineer, NLP Expert & Machine Learning Enthusiast

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PROFESSIONAL SUMMARY

- Data engineer, Python developer with a total experience of 4 years.
- Core member of Lumenore BI platform product development from scratch.
- Experience in data analytics and natural language processing (NLP).
- Experience in databases like Mysql, Vertica.
- Experience in UNIX scripting and Automation.
- Experience in API development and its integration.
- Experience in machine learning and ensemble learning.
- Extensive Knowledge in the Python development, data pre-processing, micro service architecture and Docker
- Knowledge of scala and spark.

SKILLS

TECHNICAL SKILLS	
Programming skills	Python, PySpark, Scala, Shell scripting, HTML, CSS
Virtual assistants	Amazon Alexa, Google Home and Apple Siri
Database	MySQL, Vertica
Version Control System	SVN, Git
Operating System	Mac OS X, Ubuntu, Cent OS, Windows
Domain	Contact center
Tools and Utilities	PyCharm, Jupyter Notebook, MySQL Workbench, Postman, Jira, Confluence, Adobe XD
Machine learning algorithms	Naive bayes, Linear regression, Logistic regression, KNN, K-means, SVM and Random forest
RESTful API Framework	Falcon, Flask and Django
Data pre-processing	Pandas, Numpy, SciKit Learn, NLTK, Pentaho and SciPy
Visualisation	MatPlotLib, High charts, High Maps
DevOps	Docker, Jenkins, GitLab

EMPLOYMENT

LEAD - DATA SCIENCE AND ANALYTICS
Netlink Software Group America Inc
Jan-2018 - Present

ASSOCIATE - DATA SCIENCE AND ANALYTICS
Netlink Software Group America Inc
Jan-2017 - Jan-2018

JR. SOFTWARE ENGINEER
Netlink Software Group America Inc
Sep-2015 - Jan-2017

EDUCATION

POST GRADUATION
Master of Technology with Computer Science and Engineering from RGPV, Bhopal

GRADUATION
Bachelor of Engineering with Computer Science and Engineering from RGPV, Bhopal

12TH GRADE
Maharishi Vidya Mandir With Computer Science as specialisation, Bhopal (C.B.S.E.)

WORK EXPERIENCE

Lumenore - Enlighten Your Business
Netlink Software Group America Inc.

Description	Lumenore is a suite of advanced products focused on performance management and is designed specifically for B2C companies. Lumenore's core products enable and improve Customer interaction insights, Operational performance, Quality compliance and Workforce performance enhancement. Lumenore utilises a common dataset to feed its powerful platform to visualise, analyse, actions, as well as monetise business operations.
Customer	Netlink In House Product
Product Team Size	40
Module Team Size	11
Technology Stack	Python, Java, Scala, Spark, Apache Ignite, ReactJS, Node.JS, HTML, CSS, Docker, Jenkins, Vertica, MySQL and Microservice Archetecture
Role	Data Engineer and Module Lead
Responsibility	Created a Module which helps business user to query database with the help of simple natural language like English. It Find and discover the most relevant data quickly through a powerful Google-like semantic search. With Amazon Alexa, Google Home and Apple Siri integration, top executives can analyse the organisation's whereabouts across various dimensions just by asking targeted questions. • To write well-designed, testable and efficient code using current best practices in the industry. • To create various APIs for data processing. • To design and implement architectures as needed. • To integrate the system with modern virtual assistants like Amazon Alexa, Google Home and Apple Siri. • To integrate the APIs with the discovery server for locating services for the purpose of load balancing and failover of middle-tier servers and the zuul filter for dynamic routing, monitoring, resiliency, security. • To enable Machine learning capabilities in the Platform to facilitate business user with Augmented analytics. • To handle a module team of 11 members. • To work as a scrum master by assigning story and story points to the team member using Jira. • To release production ready ready feature decided in the product roadmap in a release cycle of 45 Days. • To collaborate with production support team and testing team for release migration to production server.

Churn analysis on telecom customer data
Netlink Software Group America Inc.

Description	BSNL is one of the telecom company of India. They wanted to perform churn analysis on their customer data. Data was shared in the form of fixed width files with various KPIs bases on the user daily calls, data and message usage.
Customer	BSNL
Team Size	4
Technology Stack	Python, R, PySpark, HTML, CSS, Docker, Jenkins, MySQL
Role	Data Engineer
Responsibility	• To pre process data by converting it from fixed with files and putting it into the MySQL. • To clean data by removing the null values, removing special characters etc. • To create APIs for data retrieval and updations in the database. • To Create job in PySpark for data processing. • To implement Logistic regression on the data for classification of the data.

	E-Mail Analytics
	Netlink Software Group America Inc.
Description	Netlink handles a BPO which relies tons of emails everyday with some or the other problem statements of customer or feedbacks of the services which an agent has to answer. To handle those emails there were certain teams for each type of emails. Customer demanded for a classification system which classify the emails into the right bucket and also generate a possible response to it, Which an agent can review then modify and send to the customers.
Customer	Confidential
Team Size	3
Technology Stack	Python, HTML, CSS, Docker, Jenkins, MySQL
Role	Python Developer
Responsibility	• To create APIs which fetches emails from the customer database then pre process them and put it into the target table for the classification purpose. • To write a classifier which classify the emails based on the previously trained dataset prepared manually by the agents. • To write the docker file deployment scripts. • To write a fuzzy logic which compares the input email with the keywords and phrases and generate the possible reply of the email. • To create APIs which interact with front end for the data transection purpose. • To communicate with front end integration team regarding the integration of the API.

	Contact centre QA Automation
	Netlink Software Group America Inc.
Description	DISH Network Corporation is a U.S. television provider. They have a QA team for checking the quality of the agent by checking whether agent asked all the disclosers or not. This was a manual process which they wanted to be automated. They also wanted to have a admin panel from where they can manage the disclosers.
Customer	DISH Network Corporation
Team Size	2
Technology Stack	Python, HTML, CSS, Docker, Jenkins, MySQL and Fuzzy Logics
Role	Python Developer
Responsibility	• To Write a python script which pulls the dual channel text converted from the audio calls by the customer. • To process each and every call's text data for verification of presence of all the disclosers. • To create APIs in python for managing the admin module which takes care of all the discloser which Clint manages. • To create a corpus which helps finding the disclosers in the call's converted text.

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**