

SUMMARY

Analytically driven professional transitioning into data science with prior experience in AI data operations (Nvidia) and BFSI backend support (Axis Bank via Genpact). Skilled in SQL, Python, Excel, and Power BI, with hands-on projects in credit scoring, CLV prediction, and sales analytics. Strong foundation in data preparation, model building, and business problem-solving. Eager to contribute to data-driven decision-making in banking, fintech, or analytics-driven organisations.

EXPERIENCE

Genpact - Hyderabad, India | Process Associate

Operations Support Executive at Axis Bank

June 2024-April 2025

- Resolved critical banking and credit card issues by analysing customer case data, identifying patterns, and coordinating with internal teams for resolution.
- Maintained structured case documentation and supported internal reporting with insights from daily operations, enhancing service efficiency and audit readiness.
- Identified recurring customer trends and provided backend teams with actionable recommendations for improving process quality and data consistency.

Spectrum Consultants - Bengaluru, India | Process Executive

AI Training & Annotation Quality Specialist at Nvidia

June 2021- Dec 2021

- Labelled large datasets of images and video for training self-driving car models, accurately identifying vehicles, pedestrians, lanes, road signs, traffic signals, intersections, and other critical elements.
- Performed quality checks to ensure data consistency and annotation accuracy, contributing to clean, structured datasets for model development.
- Collaborated with cross-functional teams to refine annotation guidelines, track data issues, and suggest improvements for labelling efficiency and data quality.

PERSONAL PROJECTS

- Retail Performance Analytics – Excel, MySQL & Power BI**
Built KPIs by region and product category using SQL joins on Superstore sales data; performed data cleaning and aggregation.
Created Excel dashboards with PivotTables, slicers, and formulas to track profitability and inventory movement.
Developed interactive Power BI reports with drill-downs and conditional formatting to highlight regional and seasonal sales trends.
- Credit Risk Scoring Model – Python, Scikit-learn**
Engineered features from loan application data and addressed class imbalance using SMOTE; conducted EDA to identify risk drivers.
Trained and evaluated logistic regression model using AUC-ROC and confusion matrix; explained predictions using SHAP.
Segmented borrowers by risk score to support automated credit decisions and reduce default probability.
- Customer Lifetime Value Prediction – Python, XGBoost, SHAP**
Derived RFM metrics and applied clustering to understand customer value behaviour over time.
Trained XGBoost regression model to predict individual CLV using transaction history and demographics.
Used SHAP to explain outputs; segmented customers for targeting high-value retention and upsell campaigns.

SKILLS

- Programming & Querying:** Python, SQL
- Libraries & Tools:** Pandas, NumPy, Matplotlib, Seaborn, Scikit-learn, Power Query, SHAP
- Analytics & BI:** Advanced Excel (Pivot Tables, VLOOKUP, Index/Match, Slicers, Macros), Power BI, Tableau, DAX
- ML & Modelling:** Classification, Regression, EDA, SMOTE, Model Evaluation (ROC-AUC, F1, Precision/Recall), Hyperparameter Tuning, XGBoost
- Data Science Techniques:** Logistic Regression, Feature Engineering, Clustering, Forecasting, Model Interpretation

EDUCATION

Bachelor of Engineering in Mechanical Engineering – RTMNU, Nagpur