Soumya Gupta

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Online-Profile: https://guptasoumya26.github.io/OnlineProfile/

Medium Blogs: https://medium.com/@soumyansh

PROFILE SNAPSHOT

Analyst with 6.5+ years of working experience in the field of Business Analysis, Data Science and Machine Learning (2.5 years). Proven ability in Banking and Healthcare domain.

GitHub: https://github.com/guptasoumya26?tab=repositories

- **Implemented Product Review Engine using** Natural Language Processing techniques **(NLP and Machine Learning).** This helped in identifying the areas of improvement concerning various banking products and also reduced daily efforts by **35%** in the customer opinion monitoring process.
- **Created Machine Learning Pipeline** for Customer Query System which helped in identifying and suggesting the users about duplicate questions beforehand and thereby reducing the CSR calls traffic by 27% in a quarter.
- Incorporated **Social Media Bots** using Python and increased operational efficiency by 25% along with facilitating the business-boosting on Autopilot.
- Active contributor in **Analytics Vidhya and TowardsDataScience as a writer**.
- Experience in Text classification, topic modeling, and information extraction.
- Experience in **Machine learning/Deep learning algorithms like Neural Networks, Naïve Bayes, Logistic regression, Decision Trees, Support Vector Machines, etc.**
- Worked on CI/CD and Code Repository Tools like GitHub, SVN, and Jenkins.
- Data visualization using Python, Matplotlib, and SQL for reports and alerts.

SKILLS

- **Python**
- **Machine Learning**
- **Deep Learning**
- **Keras, Tensorflow**
- **NLP**

- **Pandas, Numpy, Scikit Learn**
- **Java**
- **SQL, Git**
- **Statistics**
- **Linux(Basics)**

WORK HISTORY

ANALYST   *01/2018 to CURRENT*
Royal Bank Of Scotland | Gurgaon

Project: Bank Products Review Engine
- Created Machine Learning Pipeline for the reviews of RBS bank line products such as fund schemes, mobile apps, and credit cards.
- Implemented various ML models for the analysis of user reviews which assisted in finding the improvement areas for the product development team.
- Deployed the model on AWS Server using Restful API thereby facilitating a quick response rate for end-user along with minimum latency.

Project: Query Monitoring System.

- Implemented auto-suggestions of answers in case of duplicate queries to the end-user, using question pair similarity
- Performed models such as Logistic Regression, SVM and XGBoost to achieve minimized log-loss over 50K+ data points.
- Performed in-depth EDA along with feature engineering by adding new features with Fuzzy Logic for text semantics.

SOFTWARE ENGINEER   06/2015 to 12/2017
United Health Group | Gurgaon

Project: Social Media Analytics and Autobots

- Implemented social media bots for United Health Group product pages on various social media websites such as Facebook and Instagram.
- Utilized Selenium and Python for fetching the followers, likes and other analytical data for effective customer opinion monitoring about the new products thereby reducing the manual efforts of the product marketing team by 20%.
- Created one-click Python utilities for the generation of analytical reports for Stakeholders and product marketing team for product improvements via continuous customer feedback.

ASSOCIATE BUSINESS ANALYST   02/2013 to 05/2015
Xerox | Noida

Project: Benefits Web provides retirement solutions to employees and involves all banking activities like withdrawal, savings, financial management, loan, etc.

- Analyzed the business requirement and prepared query logs for bridging the requirements gaps.
- Updated the Traceability Matrix and Interacted with onshore stakeholders.
- Implemented SQL procedures for backend validation.

AWARDS

- **Living our values award** in RBS for scaling and optimizing data queues thereby reducing the efforts by 25%.
- **Sapphire Award** in United Health Group for creating XML Parsing utilities with the help of the JavaFX library.
- **Feather in the Cap Award** in Xerox for reduction of operational timelines via MQ utility automation through Robot class in Java

EDUCATION

Bachelor Of Technology | Computer Science   2012
Dr. K.N. Modi Institute Of Engineering And Technology, UPTU

Intermediate   2007
Central School, Lucknow

High School   2005
Central School, Lucknow