

## EDUCATION

### University of California, Berkeley

2016 - 2018

*Master of Information Management and Systems*

- Courses: Machine Learning, Data Mining & Analytics, Natural Language Processing, Quantitative Research, Information Visualization, Info Org & Retrieval, Web Development, Distributed Computing, Information Law, Business Meets Tech, Computer Systems Security, Cybersecurity

### University of Pune, India

2004 - 2008

*Bachelor of Engineering, Information Technology*

- Courses: Object Oriented Programming, Data Structures, Database Management, Human Computer Interaction, Operating Systems

## SKILLS

- **Data Analytics:** Python (pandas, scikit-learn, matplotlib), R, PL/SQL, Tableau, D3, Excel, Machine Learning, NLP, MapReduce
- **Software Development:** Java, J2EE (Servlets, JSP), HTML, CSS, JavaScript (jQuery), Python (Flask), REST, Web services, Oracle 11 DB
- **Business Analysis:** Requirement Gathering, Analysis, Scope Definition and Estimation, Business Process Modeling
- **Project Management:** Agile (Scrum, Kanban), Waterfall, Application Lifecycle Management
- **Cybersecurity:** Threat and Vulnerability Management

## ACADEMIC PROJECTS

- **Fake News Analysis (Spring 2017)** – Exploratory data analysis and classification of news articles as fake or real using machine learning on a balanced dataset of fake and real news articles. [Python pandas/scikit-learn/matplotlib]
- **Celebrity Divorce Rates Analysis (Spring 2017)** – Visualized trends in celebrity divorce rates based on profession, compared to divorce rates of countries around the world [Python web-scraping, Excel, Tableau]
- **Cyber Abuse Detection (Fall 2016)** – System that warns users when posting insults directed at a person on social media, implemented using natural language processing and machine learning of directed insults. [Python NLTK/scikit-learn]
- **IRateISchool.com (Fall 2016)** – Web app which recommends courses at UC Berkeley based on intended career area, implemented using alumni course/career data analysis and crowdsourced data on course relevancy. [Python Flask/HTML/jQuery]

## PROFESSIONAL EXPERIENCE

PWC, San Francisco, CA

### Cybersecurity Consultant Intern

Jun 2017 – Aug 2017

*Developed a Threat and Vulnerability Management (TVM) strategic plan for a top healthcare provider, including a conceptual future state of capabilities, prioritized recommendations based on gap analysis of current state and an operating model (RACI) matrix; leveraging insights gained from interviewing key stakeholders and reviewing existing client documentation.*

AMDOCS INC, Pune, India

### Business Analyst/Product Owner

Jan 2015 – Jun 2016

*Responsible for end-to-end IT product delivery, from requirement gathering & analysis, scope definition & estimation to creating & prioritizing user stories, resulting in on time and within budget delivery*

- Executed multiple Amdocs CRM customization projects as Scrum Product Owner of two teams of 15 developers spread over geographies.
- Led requirement gathering via onsite client interviews; design of systems integration using REST APIs for a telecom major in Mexico, leading to successful production of \$30 million project using Agile scoping for the first time.
- Designed systems integration using REST APIs for migration of 15 million prepaid subscribers for a leading North American telecom client utilizing code reuse, lowering cost by 10% and reducing go live time to 2 months.

### Senior Subject Matter Expert/Senior Software Engineer

Mar 2011 – Dec 2014

*Requirement document analysis, creation of high level and detailed design, implementation, testing and post-production support*

- Developed customized end-to-end Amdocs CRM solutions for several telecommunication clients in North America and Europe; completed 18 zero-defect deliveries and received client appreciation on numerous occasions. [Java/J2EE]
- Integrated Amdocs Insight with CRM for predictive analysis and recommendations on caller intent. [Java/J2EE/REST]
- Automated implementation of business parameters for cases eliminating manual implementation effort. [Excel/VBA]
- Recognized as 'Most Valuable Contributor'. Rated as top performer amongst 150 peers for consistent performance.
- Led training and mentorship program for 25 new joiners, increasing technical skill levels in the department.

iGATE CORPORATION, Pune, India

### Senior Software Engineer

Nov 2010 – Nov 2011

*Designed and developed trouble ticketing system for iGATE global operations, improving ticket AHT by 50% [Java/Struts]*

INFOSYS LIMITED, Hyderabad, India

### Systems Engineer

Jul 2008 – Nov 2010

*Worked as a Java developer in the service assurance and network maintenance domain for a UK telecom major [Java/J2EE]*