

SHIVAM SACHDEVA

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SUMMARY

Innovative Software Engineer proficient in developing, testing, and debugging code and designing interfaces. Quick learner and highly capable to master new technologies, with a positive attitude towards both teams and self-directed settings.

RELEVANT TECHNOLOGIES AND TOOLS

Proficient: Python/Groovy, Data Science/Data Analytics, NLP (Natural Language Processing), REST API

Exposure: Machine Learning, Deep Learning, Matplotlib, SVM, SQL, Django, HTML, CSS

Tools/Libraries/Platforms: NumPy, Pandas, Matplotlib, sklearn, re, NLTK, Visual Studio Code, PyCharm, Jupyter Notebook, Postman, BPN.io (Intent model trainer and Entity model Trainer), Tabular data services, Eddie Tester

PROFESSIONAL EXPERIENCE

Ipsoft Global Services | Conversational AI Engineer | Bangalore, India

09/20-Present

- Working as **Conversational AI Engineer** on Ipsoft's product 'Amelia'.
- Providing a good user experience by making fully conversational and automated **chatbots** using **groovy/python** scripts.
- Trained & classified user utterances using the best fit **Machine Learning** algorithm, including - SVM, Logistic Regression etc. with Amelia internal **BPN.io framework**.
- APIs testing (GET, PUT, POST) using **postman**.
- Integrated client APIs with Amelia chatbot using **Apache Camel** to make it synchronized with end-user database.
- **Technologies:** Groovy/Python, Apache Camel, BPN.io, HTML, CSS

Mobiloitte Technologies | Data Science Intern | Delhi, India

02/20 - 08/20

- Worked as a **trainee Python Developer/Data Analyst**
- Executed data-driven solutions to increase efficiency, accuracy, and utility of internal **Data Preprocessing**.
- Gained experience with **Feature Engineering & Feature Selection Techniques, Exploratory Data Analysis (EDA)** and **Data Visualization** to deliver insights and implemented action-oriented solutions to complex business problems.
- Implemented **Machine Learning** algorithms like – Support Vector Machine for result prediction and data classification.
- Deployed Machine Learning model on **Django** local server to predict the results based on the user inputs provided through HTML form.
- **Technologies:** Python, Data Analytics, Machine Learning, Deep Learning, Django, HTML/CSS.

PROJECTS

Customer Support Chatbot

- Developed a customer service chatbot handling user query including Outlook Troubleshooting, VPN connectivity issues, Password support, Escalation Matrix etc.
- Currently working on a customer service chatbot handling user query including Outlook Troubleshooting, VPN connectivity issues, Password support, Escalation Matrix etc.
- Trained and classified **intents** with possible user utterances using **Machine Learning** algorithms providing highest accuracy including **SVM, Logistic Regression** etc.
- Integrated chatbot with **Remedy ticketing tool**, allowing user to raise, update and lookup tickets related to their queries.
- Used **groovy/python** scripts to customize and validate the solution to handle all kinds of scenarios.

Material Selection Assistant

- Created a **fully functional chatbot** for a **mechanical company**, handling the **materials data queries, business information related queries** and **material selection assistance** by getting user measurements and calculating the PV values, displaying recommended materials to the user accordingly.
- Worked with Ipsoft's R&D team to Integrate the chatbot with **Microsoft graph APIs** to send **automated generated emails** to the users.
- Created dynamic email templates using **HTML/CSS** to be sent to the users with recorded chat transcript, measurements and recommended material.
- Integrated chatbot with **Service now** ticketing tool to raise tickets based on user queries.

Sales Data Analysis

- Worked closely with Mobiloitte's sales team for sales **data collection**.
- Performed **Data Cleaning** and **Data Preprocessing** to analyse company's previous year sales.
- Used Data Analytics libraries like **NumPy, Pandas** to extract useful information from sales data and plotted the necessary data on graphs and charts using **Matplotlib** library for **Exploratory data analysis**.
- Performed **Predictive Modelling** using **Machine Learning** models like SVM, XGBoost etc. and got the prediction accuracy of 89%.
- Further deployed the interactive Machine Learning model on **Django** internal server with a **HTML/CSS** form to get the user inputs for future sales prediction.

EDUCATION

Chandigarh Engineering College (CEC)

Bachelor's in technologies: Computer Science and Engineering

Punjab, India

June 2017

Central board of secondary education (CBSE)

XII Standard: International Bharti School

Haryana, India

March 2013