

# Ashesh Mishra

Senior Data Scientist with ~5 years of work experience in Product, Healthcare, Supply Chain, Insurance, Retail and HR Analytics domain

Remote, India

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## EXPERIENCE

### Elevance Health— Senior Data Scientist

July 2023 - Present

- Created Chatbots for Q&A with insurance policy documents
- Developed a customized SQL query generator and auto generate visuals/graphs using LLM for personalized data analysis and report generation
- Automated Audit compliance process using LLMs to validate reimbursement reports, receipts, invoices etc
- Designed Entity Extraction model and used to auto generate EOC insurance documents from SOB files using LLM and text generation

### Microsoft - Nuance Communications — Data Scientist

September 2021 - June 2023

- Developed and implemented NLP algorithms to analyze user conversation history and identify patterns that could be used to improve intent recognition
- Built a sentiment analysis model to understand user feedback to improve Customer Experience by providing insights
- Led the end-to-end process of designing, developing, and maintaining reports on live chatbots for APAC clients
- Successfully migrated a legacy reports to Tableau/Power BI Dashboards

### EY, Bangalore — Data Analyst

August 2019 - September 2021

- Delivered high-quality data science solutions from analysis to deployment within tight deadlines
- Managed a team of data analysts to develop and deploy live projects and proofs of concepts and directly worked with clients
- Developed and delivered client demos and proof of concepts that showcased the capabilities of AI to attract new business

## PROJECTS

### VA Transcript Insights and Reporting

- Developed end to end Tableau dashboards for multiple clients for

## SKILLS

Statistical Data Analysis

Machine Learning

Predictive Analysis

Natural Language Processing (NLP)

Generative AI - LLM

Chatbot Development

Time series Forecasting

Sentiment Analysis

MLOps

### Programming Languages

Python, R, Spark, DAX

### Data Visualization

Power BI, Tableau, Data Studio, Spotfire

### Cloud Technologies

Microsoft Azure, Google Cloud (GCP), IBM Watson, AutoML, Azure ML, Databricks

### Database and ETL Tools

SQL Server, MySQL, MongoDB, BigQuery, Alteryx

### Other Tools

Github, Jira, Microsoft Excel, Tensorflow, Huggingface, Pytorch, OpenAI API, Mlflow, Airflow, NLTK, Bert, Agile, Nuance Mix, Azure bots, Computer Vision, Form Recognizer, IBM Watson, Scikit-learn, LLM

## AWARDS

Exceptional client service award

EY Silver Badge - Data Visualization

- monitoring chatbot performance and improvise user intents
- Studied chatbot transcripts to suggest unrecognized topics and suggested virtual chat designs to amend virtual assistants

EY Bronze Badge - Data Science

EY Bronze Badge - Cloud

## Chatbot - Intent Classification and Topic Modelling

- Developed a Clustering model to **segment text corpus into topics** based on live agent/customer chatbot transcripts
- Built a text preprocessing solution that can clean large volume of text
- Created a Power bi dashboard demonstrating the generated topics from conversations and discovering areas where **traffic from live agents can be mitigated to virtual assistant**

## CERTIFICATIONS

Microsoft Azure Fundamentals (AZ-900)

Microsoft Azure AI Fundamentals (AI-900)

Microsoft Azure Data Fundamentals (DP-100)

Google Cloud Beginner

Google Analytics Beginner

## Employee Pyramid Optimization and Predictive Analysis

- Applied data-driven model to optimize employee resource pyramid using Python that **increased revenue by 12%**
- **Forecasted** the number of resources required and expected rate of Attrition
- **Automated data preparation** using python that **reduced manual efforts by 80%** and Created a dashboard using Power BI that conveys the insights (Optimized Pyramid, Employee on Bench & Attrition Analysis) to the stake-holders

## LANGUAGES

English, Hindi, French

## Supply Chain and Inventory Optimization

- Developed a rule based model for Inventory Transfer Recommendation process which is planned to **reduce loss by \$5000000/year**
- Analyzed data on inventory reports and generated transfer recommendations based on Expiry Date and Available Surplus

## Life Expectancy Prediction

- Developed a Regression model to **predict the probability of a person's death** based on health statistics
- Developed a Risk Profile for each customer based on contributing factors
- Simulated a pricing strategy based on the risk and integrated the results to a PowerBI Dashboard

## Dynamic Insurance Premium Pricing using Health Analytics

- Developed **Predictive models that forecasts the possibility of Diseases** (Heart Attack, Diabetes)
- Built a **Pricing Algorithm that can automatically quote premium price** for any customer based on risk profile
- Deployed the model in GCP and created a Data Studio Dashboard to showcase the impact to reduce Actuarial Team's time/effort by 50%

## EDUCATION

**National Institute of Science & Technology (NIST), Odisha — B.Tech, Computer Science**

2015 -2019