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| Sujith M. Tom  Systems Engineer | ST |

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| **tomsujithm@gmail.com** | **https://www.linkedin.com/in/sujith-m-tom/** | **+91 95396 72689** | **Kannur, Kerala** |

*11+ years experienced software development professional with* ***Post Graduate Diploma in Data Science*** *armed with a passion to solve real-world business challenges using data analytics. Proficient in developing complex machine learning and statistical models for identifying patterns and extracting valuable insights. Track record of directing end-to-end software development lifecycle, accomplishing mission-critical projects & delivering user-centric solutions.*

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| **TECHNICAL SKILLS** |

**Languages & Frameworks**: Python, R, Java, SQL, Hadoop, Hive, Sqoop, Spark

**Databases**: Oracle 12g, SQL Server 2012

**Packages**: Scikit-Learn, NumPy, SciPy, Pandas, Pandas-Profiling, Matplotlib, Seaborn, Keras, PyCaret, Streamlit

**Statistics/ML**: Linear/Logistic Regression, Decision Tree, Random Forest, Gradient Boosted tree, Deep Learning, PCA, t-NSE

**Tools**: Tableau, SQL Developer, Jupyter Notebook, Power BI

**Airline Reservation Systems**: Amadeus, iFlyRes

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| **KEY SKILLS** |

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| * Predictive Modelling & Analysis | * Data Visualization | * Machine Learning |
| * Deep Learning * Stakeholder & Vendor Management * Airline Ticketing & Pricing | * Survival Analysis * Application Support & Maintenance * Change Request Management | * Business Analysis * Data Migration * Data-Driven & Agile Testing |

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| **EDUCATION** |

**• Post Graduate Diploma in Data Science | IIIT Bangalore & upGrad** |IN| Apr ’19 – Mar ‘20

**• B. Tech. – Computer Science & Engg. | Kerala University** | Kollam, Kerala, IN | Sep’04 – Jun ‘08

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| **KEY DATA SCIENCE PROJECTS** |

**Domain: Banking |** *Tech Stack*: Python, JupyterNotebook | Mar'20

* *Objective*: To create a model to predict the credit card fraud from a highly imbalanced data set.
* *Solution*: Implemented a solution to predict the fraud using Logistic Regression, Decision Tree and Random forest and XGBoost along with data imbalance handling techniques like SMOTE and ADASYN.
* *Key Achievement:*  Created different models with different sets of hyper parameters tuning and achieved a model which has an AUC score of .984

**Domain: Transport |** *Tech Stack*: MySQL, Hive | Jan '20

* *Objective*: To explore and analyse the data collected by the New York Taxi & Limousine company.
* *Solution*: Insights derived by applying the data cleansing techniques and derived the insights from the data.

**Domain: Telecom |** *Tech Stack*: Python, JupyterNotebook | Nov '19

* *Objective*: To help a telecom company by identifying the customer churn trend and prevent churning.
* *Solution*: Designed **Logistic Regression, Decision Tree and Random Forest** models and compared their performance.
* *Key Achievement:* Random Forest model withan **Accuracy 89%, Precision 87%, Precision 91% and F1 score 88.44%**

**Domain: Marketing/Education |** *Tech Stack*: Python, JupyterNotebook | Aug '19

* *Objective*: Help an Online Education company to market their courses effectively so that more students join.
* *Solution*: Designed **Logistic regression model** to identify the channel which the company has to concentrate on.
* *Key Achievement:* Derived a model with **accuracy .91, Sensitivity .86, Specificity .94, Precision .89, recall .86, F1 score .88**

**Domain: Human Resource |** *Tech Stack*: Python, JupyterNotebook | Aug '19

* *Objective*: Help a Humanitarian NGO organization to fight poverty by classifying the countries based on their GDP.
* *Solution*: Designed **K Means clustering and hierarchical models** to classify the countries into different groups.
* *Key Achievement:* Used PCA to identify significant features. Derived 5 clear groups of countries from data available.

**Domain: Automobile |** *Tech Stack*: Python, JupyterNotebook | Jul '19

* *Objective*: A car company planning to enter the US market wanted to analyse the factors influencing car prices in the US market.
* *Solution*: Designed a **Linear Regression** model that predicts the key features which determine the price of the car in the US market.
* *Key Achievement:* Developed a model with an **r2score .86 and adjusted r2 .89.**

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| **PROFESSIONAL EXPERIENCE** |

**Systems Engineer Apr ’14 – Apr’20**

**Qatar Airways Doha, QA**

*One of the World’s leading airline.*

* Managed the Staff Travel system used by Qatar Airways and subsidiaries which has 45k+ employees across 70+ countries and 170+ locations.
* Played the role of Functional Specialist in the development and rollout of Staff Travel System for Qatar Airways.
* Configuration manager for Staff Travel application and ensured 100% data accuracy.
* Employed data driven test cases to ensure 100% test coverage.

**KEY PROJECTS**

**Project 1:** “RAHAL, E-Staff Travel” Web Application | Jan ’13 – May ‘18

***Tech Stack:*** C# .NET Framework 4.5 with SQL Server 2008, Amadeus Reservation System.

* Techno functional specialist for Staff Travel system development in Qatar Airways.
* Key contributions: Data Migration | User Acceptance Testing along with the business | Functionality Documentation| User manual creation| System rollout |User Training

**Project 2:** "GEMS, Time & Attendance" Desktop Application | Jun ’18 – Apr ‘20

***Tech Stack:*** VB.NET 2012 with SQL server 2008, Reporting tool SAP Crystal Report

* Support the HR department with various reports based on needs to analyse various trends/ patterns related to employee performance, punctuality, overtime payment etc.
* Data driven analysis on various factors related to employee churn and tardiness etc.

**Consultant Application Development May 12 – Mar ‘14**

**Computer Science Corporation Bangalore, IN/Doha, QA**

**Project 1:** “iFly” Web Application | Jan ’13 – Mar ‘14

***Tech Stack:*** JSP, Java/J2SE4.0, Oracle 10g, XML, Spring, Struts 1.1, JDBC, WebLogic 8.1, WebSphere 7, Tortoise SVN, Amadeus Reservation System.

* Handled Business Analysis, Vendor Management, Application Testing, Change Management & Application support for the Staff Travel System in Qatar Airways with 45k+ employees across 70+ countries.

**Senior Software Engineer July 08 – May ‘12**

**IBS Software Services Trivandrum, IN**

*IBS Software Services is a pioneer in Travel, Transport & Logistics domain.*

**Project 1:** “iFly” Web Application | Oct ’08 – May ‘12

***Tech Stack:*** JSP, Java/J2SE4.0, Oracle 10g, XML, Spring, Struts 1.1, JDBC, WebLogic 8.1, WebSphere 7, Tortoise SVN, Amadeus Reservation System.

* IFly is IBS's product which offers staff travel solutions for airline companies. The product automates staff travel needs and is used by leading airline companies.
* Part of development and support team who managed the following airlines Air New Zealand, South African Airways, Etihad, Qatar Airways Virgin America, Air Astana, Lux air & Cathay Pacific

**Project 2:** "iSales" Web Application | May ’09 – Apr ‘10

***Tech Stack:*** PHP, MySQL, Jasper reports, Tortoise SVN repository, Xampp

* iSales is a Customer Relationship Management (CRM) tool used by the Sales team in IBS to capture business leads and eventually convert to Business Opportunities.
* Enabled the Management to analyse the efficiency of the salesperson.

**TESTIMONIAL**

“Sujith is a highly logical and result oriented professional and his team work, dedication and loyalty is commendable. I am sure he will deliver the best where ever he is.” ~ Seenath Mohammed Basheer, Manger Service Excellence. Qatar Airways.