

SANDEEP KUMAR H

[LinkedIn](#) | [GitHub](#) | [Kaggle](#)

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Summary: Highly skilled MLOps/ML Engineer with 5+ years of experience in the analytics and edtech industry. Expertise in end-to-end deployment, automating training, and building ML models. Proficient in MLOps tools, Tensorflow, and cloud technologies (AWS, Azure). Proven track record of successfully delivering innovative solutions, optimizing model performance, and troubleshooting errors. Eager to contribute technical expertise to the growth and success of an organisation.

EXPERIENCE

upGrad

Assistant Manager - ML/AI (Apr 2022 - Sep 2023)

- Developed an MLOps platform automating the entire machine learning workflow, significantly enhancing customer satisfaction (CSAT) from 65-70 to 80+.
- Proactively troubleshoot ML model errors, achieving an impressive 80% reduction in critical incidents.
- Successfully implemented an automated alerting mechanism for efficient management of active production models, streamlining operations and improving responsiveness.
- Built a ShopAssist chatbot using advanced prompt engineering, LangChain, LLMs, and Pinecone.
- Leading and managing multiple domestic and international programs, maintaining an average rating of 4.6.
- Implemented iterative product improvement strategies, resulting in a notable increase in NPS to 65+.

Senior Associate (Sep 2019 - Apr 2022)

- Implemented NMF model for ticket classification, reducing the SLA by 12 hours, resulting in higher customer resolution rates.
- Created a Neural Machine Translation (NMT) system for the translation of low-resource Indian languages
- Built a multimodal system to translate the content of images via audio for visually challenged people.

Smartcoach India

Digital Content Developer (Feb 2019 - July 2019)

Head of Digital Content Strategy team for UPSC vertical, overseeing content analytics and performance measurement across digital and broadcasting channels.

Upsconnect

Content Head (2017 - 2019)

Led a team of 20 content developers, interacting with top academicians to deliver the best of academic and industry-relevant learning for UPSC vertical.

PERSONAL PROJECTS

chii (Challenge in AI for India) [Project page]	Fine-tuned an XLM-Roberta on low-resource Indian languages(Hindi & Tamil) to build a Question Answering model.
Which Comedian I like? [Project page]	Leveraged sentiment analysis and topic modelling to gain insights into stand-up comedians.
Document-based QA System	Build a document-based question-answering system using LangChain, Pinecone, and OpenAI.
Shopbuddy with ChatGPT	Built a chatbot using ChatGPT that helps customers discover products on an e-commerce website

SKILLS

Skills	ML, DL, NLP, Attention, Transformers, LLMs, Langchain, Multimodality, MLOps, Low resource Translation
Tools/Frameworks	Python, scikit-learn, TensorFlow, Keras, AWS Sagemaker, Azure, Spark, MLflow, Airflow, Pycaret, SQL

EDUCATION

Degree/Examination	Year	Institute name	Percentage
B. Tech EEE	2014	Guru Gobind Singh Indraprastha University	80.83 %
Class XII CBSE	2010	Kendriya Vidyalaya, Delhi Cantt	78.2 %
Class X CBSE	2008	Kendriya Vidyalaya, Assam	84.6 %