

# SHIVANGI JAIN

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## Education

### University of Texas at Austin

Jul. 2020 – Jul 2021

*Post Graduation Program in Artificial Intelligence and Machine Learning*

### NIT Bhopal

Jul. 2013 – Jun 2016

*Master of Computer Application, CGPA:8.9*

*Madhya Pradesh, India*

### Bhopal School of Social Sciences

Jul. 2010 – Jun 2013

*Bachelor of Computer Application, GPA:8.1*

*Madhya Pradesh, India*

## Technical Skills

**Languages:** Python, SAP ABAP , SQL

**AI/ML and Data Science:** NumPy, Pandas, Seaborn, Matplotlib, Predictive Modeling, Exploratory Data Analysis, Data Processing, Machine Learning, Artificial Neural Network (ANN) , Deep Learning, Natural Language Processing (NLP), Recurrent Neural Network (RNN), Long Short Term Memory (LSTM), HuggingFace Transformers, Time series forecasting, Statistics Modeling, Data Modeling, Data Analysis, Knowledge Graph, Sklearn, TensorFlow, Keras, Pytorch, NLTK

**Tools and Database:** GIT, POSTMAN, SWAGGER UI, JIRA, Jupyter, Pycharm, Google Colab, Atom, AWS S3, GraphDB Ontotext, Metaphactory

**Web Server Framework:** Gradio

**Others:** Data Structure and Algorithms, Docker, Linux, Windows

## Experience

### Chubb Ltd

Dec 2021 – Present

*Data Scientist*

*Bangalore, India*

- Building various Machine Learning usecases using NLP, RNN, LSTM, Transformer models, Named Entity Recognition, Text Classification, Text Generation, Text Summarization, Sentiment Analysis, Paraphrase mining , Time series forecasting using ARMA, ARIMA, SARIMA etc.
- Data Analysis to figure out which features are more important for business.
- Creating Ontology (data models), vocabularies, taxonomy using Ontology editor tool : Metaphactory.
- Ingesting RDF data in GraphDB : Ontotext using mapping files created in Ontorefine.

### SAP Labs India Pvt Ltd

Oct 2018 – Nov 2021

*Data Scientist*

*Bangalore, India*

#### SAP AI Foundation Team

- Developing and executing end to end Machine Learning pipelines like Training, Serving and Inferencing.
- Building Argo-workflow templates using YAML for training and serving.
- Triggering training execution and serving execution using AI API Calls through POSTMAN client.
- Building Docker images containing necessary dependencies to run an application.
- Artifact registration for ML pipelines in AWS S3 bucket using AWS CLI.
- Monitoring running pipelines using ArgoCD (continuous delivery tool for Kubernetes) and visualize them on Argo UI.

#### Master Data Management Team (Developer)

- Providing Technical Notes as a Correction Process.
- Developing new requirements as per client's demand.
- Working as a techno-functional expert for the only team available for product.
- Maintenance of Products and ensuring smooth delivery of the project.

### Cerner Healthcare Pvt Ltd

Jun 2018 – Oct 2018

*Software Engineer*

*Bangalore, India*

- Creation of quotes in MS-Dynamics CRM and integrating it with Oracle CPQ Cloud to perform "Quote-to-order" process.
- Configuration flow and Search flow to help buyers find appropriate products in a less error- prone way than with manual selection.

### Subex India Pvt Ltd

May 2017 – May 2018

*Software Engineer*

*Bangalore, India*

- Root Cause Analysis of Call Data Records for fraud detection and Alarm Generation.
- Worked on creating new Data Streams, prepared migrations and generated alarms for the same. Also Performed GUI and Functional Testing.

## Samsung R and D India Pvt Ltd

Feb 2016 – Jun 2016

*Student Trainee, Internship*

*Bangalore, India*

- Java based Platform Independent Client-Server Architecture for embedded device with wireless connectivity using REST APIs.
- Analysis of many content searching tools like Solr-lucene, Elastic search considering ease of use and its performance.
- Smart Search for content search which makes it easy for a user to identify specific file over multiple files with same name and implemented considering search within user's accessible area only.

## Projects

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### Semantic Similarity Usecase | *Pytorch-lightning, transformer, sentence-transformer, BERT, Cross-Encoder, Paraphrase mining*

- Built Party Similarity model which predicts similar party names on user's input based on line of business, party name etc.

### Entity Extraction Usecase | *NLTK, Named Entity Recognition (NER), Spacy*

- Built ML model which process Chubb's claim notes to extract useful entities like Claim Number, Claim key, Address, Phone number etc from unstructured text.

### Time Series Forecasting Usecase | *Fbprophet, ARIMA, ARMA, SARIMA, SARIMAX*

- Built time series model to predict Chubb's policy purchase rate over the period of time

### Sentiment Analysis Usecase | *TensorFlow, Keras, NLTK, Recurrent Neural Network (RNN), Bi-Directional LSTM, Glove word E*

- Build Text Classification model for Chubb, which uses input text parameters to analyze customer's sentiments about Chubb policies review.

### Predictive Analysis on Datasets | *Numpy, Pandas, Matplotlib, Seaborn, Scikit learn*

- Building Machine learning models using Supervised learning and Unsupervised learning algorithms Linear Regression, Logistic Regression, SVM, KNN, Decision Tree, Random Forest Tree, Boosting, Bagging, K-means clustering, Hierarchical Clustering, PCA (Principal Component Analysis)

### Service Ticket Intelligence | *TensorFlow, Keras, NLTK, TFIDF Vectorizer, Word Embedding, Word2vec, LSTM, RNN*

- Using AI techniques that can classify incidents to right business components and helping organization to reduce the resolving time of the issue and can focus on more productive tasks.

## Additional Skills

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- Organizing Multiplier Workshops on AI Technologies.
- Trainer in SAP Innovator Challenge, Classic Learning Labs.