

Shubham Soni

Analyst at GlobalLogic Technologies
Gurgaon, Haryana
24 Years Old

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Overview

An experienced Service Delivery / Operations Analyst

- Seeking a Junior Level Assignment of Process or Operations delivery with a leading organisation of repute in IT Services or Business Process Industry.
- Seasoned IT Professional with total work experience of 1 year and 10 months in IT/ITES industry, Previously worked as 'Analyst' for GlobalLogic Technologies Ltd. overseeing Data Annotation and quality lifecycle that is critical in fueling Google AI Algorithms.
- Expertise in domains like MIS, Client Management, Process transition, Customer Experience Management, Operational Excellence and Process Excellence among others.

Recent Work Experience

- 📁 • Team size ~ 200
- Process Tenure : May 2019 - March 2021
- Client - World's Leading Search Engine based in California, US.

My work was centered around working on the 'machine learning tasks'.

Analyst (October 2020 - March 2021) : GlobalLogic Technologies, Gurgaon

- Analysing raw data in the form of Audio, Video or Image and make the precise human judgement or to do labeling on it according to different tasks.
- Discussing new cases periodically to improve quality of judgements and forming consensus among team members on corner cases.
- Submitting human judgements or labels and performing quality checks occasionally in absence of Quality Analyst.
- Consistently performed well in quality and production throughout the tenure.
- Derived process improvement and efficiency within the team.
- Identified process gaps and proactively suggested improvements in workflow and process optimization.
- An integral member of the sync session with QA team and used to formulate query sheets presented to the client.
- Assisted team lead with handling projects and assigning tasks to contributors based on their specific skills.

Associate Analyst (May 2019 - October 2020) : GlobalLogic Technologies, Gurgaon

- Analysing Face data to improve Face Detection Feature used in Nest Hub product.
- Enhancing Audio Perception of the Nest Cam like detecting Door opening/closing, Smoke/CO Alarms
- Analysing video clips and marking if person or specific entity (eg. car) is present or not.
- Transcribing the speech audio (American English) identically as we have listened it on headphone along with all the punctuation marks.

Education

🎓 **Bachelor of Engineering, Civil Engg : (2014 - 18)**
Global Engineering College, Jabalpur, MP
CGPA - 6.9/10

🎓 **Kendriya Vidyalaya, Seoni, MP : (2002-2014)**
Class XII 2014 Percentage : 67
Class X 2012 CGPA : 8.2/10

Personal Skills

- Excellent verbal and written communication in English and comfortable with online communication tools.
- Ability to work quickly and accurately in a fast-paced, deadline driven environment.
- Research oriented -Exceptionally resourceful; fearless in mining available knowledge base to find answers.
- Data-driven, technical, proactive and curious.
- Strong interpersonal and team skills.
- Strong analytical skills, attention to detail and sharp focus.
- Analytical approach, data backed reasoning, critical thinking, logical and objective analysis.
- Experience with content review/analysis, content moderation and secondary research

Computer Skills

- Expertise in MS Excel and can implement wide variety of formulaes and report generation.
- Proficient in using Google Spreadsheets, Google cloud office suite.
- Familiarity of Salesforce CRM, ServiceNow.
- Quick in making effective presentations and slides.
- Excellent typing speed with high accuracy. (~45 wpm)
- Basic Programming in C++