

# Atul Aggarwal

## Data Scientist

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## WORK EXPERIENCE

### **PROGRESSIVE INFOTECH, Noida – Machine Learning Engineer**

**September/2021 - Present**

- Working as **Machine Learning Engineer** using **Python**.
- Developing ITSM helpdesk chatbot to provide a solution to user problems using ML.
- Solve most of the user problem by providing one click solution and APIs.
- It will reduce manpower up to 60% by automate repetitive query.
- Now working on HRMS bot(HR Management).

### **TATA CONSULTANCY SERVICES, Bangalore – Data Science Developer**

**JULY/2019 – September/2021**

- Worked as **Data Science Developer** using **Python**.
- Won Ideathon and hackathon
- Gave knowledge training to juniors and teammates.
- Reduce manpower by automated tasks using ML.
- Build web app using Django and restful API.

## EDUCATION

**GL Bajaj Institute of Technology and Management - B. TECH (COMPUTER SCIENCE & ENGINEERING)**  
2015 - 2019

## PROJECTS

### **ITSM Helpdesk (WORKELEVATE)**

- ITSM helpdesk to resolve the user query
- User can raise a ticket, reset password, install software from bot
- Integrated with various APIs to provide one click solution.
- Build on rasa framework and available on teams, WhatsApp and rest channel.
- Bot also provide one click solution for prefetch, temp file clear

### **Gender Prediction Tool**

- Predict the gender of the insured client from the name.
- Providing a missing gender of the person from their name using Machine learning random forest classifier and NLP.
- This model used (Random Forest Classifier) for predicting gender Male or Female.

## iCompare

- Intelligent framework which converts heterogeneous structure of insurance data of different clients into the same structure using python.
- It reduced the manual effort and cost by reducing the manpower to 4 people from 11.
- Validating their postcode value as valid or not.
- Updating old record (delete, add, modify) old record by comparing with new insured data.

## FAQ - Chatbot

- Chat bot application for frequently asked questions.
- It saved huge money and effort by providing automated answer to organisation client.
- It easily handles the situation in which user asking way is different from defined question.
- It used the two order reply technique in which firstly it checks with (Support vector machine) ML algorithm for reply but if matching accuracy is poor then it uses cosine similarity for matching.

## TECHNICAL SKILLS

- **Programming Language** – Python, C, SQL
- **Machine Learning** – Linear/Logistic Regression, Random Forest, XgBoost, Decision Tree
- **Chatbot Framework** - RASA
- **Deep Learning** – ANN, CNN, RNN
- **NLP** – Stemming, Vectorization, LSTM, BERT
- **Database** - MySQL ,POSTGRES
- **Data Visualization** – MS Excel, Tableau
- **Web Framework** – Django, Restful APIs
- **Libraries** - Pandas, Numpy, Scipy, Scikit-Learn, TensorFlow, Rasa