RESUME

**Ashutosh Kashyap,**

Apt. -1604, Gracia-A, Dosti Imperia,

Manpada, Thane West.

# 8800797609, 9650883967

akashyap941@gmail.com

**~~~~~~~~~PERSONAL STATEMENT~~~~~~~~~**

A highly motivated & hard working individual, who has completed their Undergraduate & High school, achieving excellent grades in both English & Science. Seeking an apprenticeship in Data Science & Machine Learning to build upon Data models to ensure maximum production to the organization along with a personalized/better experience to the end user. Eventual goal is to become fully qualified & experienced Data Science Engineer/Analyst with long term aspiration of moving into Machine/Deep learning.

**~~~~~~~~~~ EMPLOYMENT HISTORY ~~~~~~~~~~**

# Currently working as Data Analyst/AI Author with HP’s in their Virtual Agent (Artificial Intelligence) project (September 2018-Present)

Roles & Responsibility

* Developing & Training the bot/virtual agent to provide more relevant results/answers for the queries which users ask on everyday basis that will turn down the heavy user calls in technical/customer support center & also provide user seamless experience which can be as good as of a human.
* Using Bigdata through Mircosoft’s Azure portal to review & analyze end user sessions/data to find the loopholes and fix them by embedding turn by turn answers or links for what user is looking for.
* We use NLP & UserEx. In the intent’s inclusion & exclusion dataset to let that particular intent trigger/not trigger to the user whenever they type a certain set of words which may/may not be in relation with that particular intent.
* Data mining, Analysis & Summary presentation are the key things we do before start making any changes to the bot engine.
* Monitor the changes for 30 days/1 month after pushing the development in production to check if resolution rate is going up or abandon rate is going down which ultimately is the goal of our profile, to provide better resolution rate for the intents on which we work upon.
* We use Azure’s neural network flow to see which user click is linked to what kind of result & its impact (positive or negative) & based on the user data we work on it.
* We use PowerBi dashboard to make our monthly reports for users CSAT based on the region where the bot is most used.
* Make Ops. Report per month to review monthly overall intent changes in the endpoints like success, abandon, failure & escalation as compared to the previous month which gives a track of bot’s performance.
* Fuzzy logic is used to determine few outputs which have their own sub-categories like assumed & confirmed.
* Make UI & Ex. As simple yet engaging for the end user as much as possible to ultimately provide the resolution for the issue they came in for.

Employed as **Technical Support** **Engineer Tier-3** at **Concentrix India** **LTD.** For **HP** serving as a client (April-2018 – September 2018)

Roles & Responsibility

* Resolving Customer’s issue via protocoled Trouble shooting steps & probing enough to get the possible reason for the same.
* Taking remote access through given tools and start the generic operations to make sure the issue has not been escalated to the hardware part of the device.
* Once confirmed, providing the resolution to the customer & at the same time educating them about the possible reasons behind the issue along with the solutions.
* Documenting all the work that was done on the ticket/case & if the issue is stuck in between, following up with the customer to know the status of the particular scan/test that was initiated & providing them a time window for the same.
* Providing different resolutions according to the problem they have encountered which vary from customer to customer.
* Resolving all the SW issues from system applications to third party software they have installed on their system.
* If necessary, bridging the call with the organization/technical support engineer of the application and working alongside with them to confirm the given resolution in the given time frame.

Employed as **Sr. Solution Engineer** at **WIZKRAFT BUSINESS PVT. LTD**.

(Jul-2016 - Jan-2018)

Roles & Responsibilities:

* Resolving the issues regarding the computer troubleshooting for performance.
* Fixing up the major, minor application glitches.
* Resetting/Reinstating the printer, Operating System.
* If issue resolving is out of the picture then providing an alternate for the same.
* Giving the root cause of the problem by running diagnostic tools & providing solution for the same.
* Rectifying the given issues regarding Performance/Printer/Resetting Password or Backing up the data on an external device.
* Assigning cases to technical support executives as per their skills & gravity of the issue.
* Giving Regular updates/coaching along with established training plans & assess the effectiveness of both efforts based on recognized performance changes.

Employed as **Technical Sales Associate** at **INNOVATIVE BPO SERVICES** (Apr-2014 - Jun-2016)

Roles & Responsibilities:

* Using technical knowledge along with sales skills on certain range of products for which a certain level of expertise is needed
* Technical sales associates are a key point of contact for clients & provide both pre & post-sales advice.
* Clarify the issue by asking the right questions/probing.
* Pitching for extended/premium support for future reference & round the clock support with additional software/applications for security or work purposes.
* Setting up right expectations regarding the time & taking information (if any) needed for diagnosis.

**~~~~~~~~~~ KEY SKILLS ~~~~~~~~~~**

# Technical Skills

* Microsoft Excel.
* Microsoft Word.
* Clean up/Optimization tools.
* CMD.
* Extensive knowledge of remote tools.
* Outlook.
* Command Prompt.
* Macintosh Operating Systems.
* Basic Linux Troubleshooting.
* JavaScript (.Jason)
* TMS
* Neutral networking (AI)
* NLP
* Routing Automation
* PowerBi
* MS Share point
* MS/HP CCI Portal(Big Data)

**Linguistic Capabilities:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Languages** | **Read** | **Write** | **Speak** |
| English |  |  |  |
| Hindi |  |  |  |

**~~~~~~~~~~ EDUCATION ~~~~~~~~~~**

* Completed 10th Standard from Dayawati Modi Academy(2009-2010)
* Completed 12th Standard from Alpine Public School(2012-2013)
* Completed B.Sc. from Dr. Ram Manohar Lohia (Avadh University) (2018)

**~~~~~~~~~~ PERSONAL INTERESTS ~~~~~~~~~~**

Canine Lover | Writing | Traveling | Reading | Soccer | Table Tennis | Fitness

**Date: 10/7/2019**

**Ashutosh Kashyap**