

RIMI CHAKI

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Nationality: Indian

Profile Synopsis

- Experienced professional with a successful record of accomplishments in the field of **Business Analytics/Data Science/AI & Consulting** to help Clients achieve **Digital Transformation, Data Driven Decisions, Automation and Process Excellence.**
- Accomplished **Business Transformation Manager** responsible for designing and delivering data science and digital transformation projects with help of developers & data science team.
- Proficient and technically competent professional with more than **nine years of experience** in implementing business solutions and exceeding the core objectives of leading organizations.
- Developed **NLP/Text Analytics capabilities** within the organization.
- Appreciated by Global Clients (US & Canada) for **Insights Analytics & Data Driven Strategic Initiatives.**
- Exposure to **multiple domains & Industry** - HR, Retail, IT, BFSI, Automotive.
- Skilled in **Project Management, Stakeholder Management, Agile/Waterfall methodologies, Lean methodologies.**
- **Received Company & Department Awards for Innovation & Process Excellence.**

Career Progression

Feb 2018 - Till Date	HGS - Hinduja Global Solutions, India Manager Data Scientist - Business Transformation
Jan 2015 - Mar 2015	Resources Global Professionals, India (Client: Goldman Sachs) Consultant
Apr 2011 - May 2014	Resources Global Professionals, India (Client: Goldman Sachs) Consultant
Feb 2010 - Jan 2011	YL eServices, India Analyst
Aug 2008 - Jun 2009	Richie Rich Financial Advisors Private Limited, India Operations & Financial Planning Manager
Feb 2004 - Aug 2006	EXL Services, India CCE - UK AVIVA Household Insurance Claims

Professional Experience

- Handled multiple Data Science Projects to help business take data driven strategic decisions, process automation & business excellence.
- Experienced in Text Analytics/NLP, Insights Analytics using R, Python & Dashboard using Excel & Tableau.
- Skilled in Presenting Business Insights to Clients/Operations, Knowledge transfer/Training, Consulting & Project Management, Agile/Waterfall methodologies, Lean methodologies, BRD & Project Roadmaps, Team handling.
- Elicited & Analyzed Requirements from the Client, Documented & Worked closely with the Development team for implementing solutions.
- Successfully completed Project to decommission manual report and Automate Regulatory Reporting Process.
- Lead & Managed Project to automate Regulatory Reporting Checklist using Microsoft InfoPath Form Creation & Publishing in SharePoint.
- Maintained & Tracked Enhancements Status & Issues (JIRA), Planned Team deliverables & responsibilities.
- Experienced in Stock Analysis, Financial Modeling, Fund Regulatory Reporting, Preparing Visual Reports & Summary statistics for Clients.
- Interacted, Coordinated & Facilitated meetings with Clients/global teams and Stakeholders.

Education

2008 Post Graduate Diploma in Financial Planning from International College of Financial Planning, India

2003 Master of Science in Economics from University of Calcutta, India

2001 Bachelor of Science in Economics from University of Calcutta, India

Certifications

- Digital Transformation Strategy - Questrom Business School, Boston University, 2019
- AI & Deep Learning with TensorFlow, Edureka - 2018
- Convolutional Neural Networks, deeplearning.ai (Coursera course by Andrew Ng -Faculty of Stanford Univ)- 2018
- Data Science Professional (R), Edureka - 2017
- Python for Data Science Expert, Edureka - 2017
- Certificate in Financial Modeling, IMS Pro School, NSE - 2010

Currently pursuing Executive Program in “Business Management in Digital Economy” from IIM, Raipur

Projects Handled

- Project Title:** Insights Analytics, NLP / Text Analytics (Multiple ongoing projects in HR & Retail domains)
Technology: R, Python, IBM Watson NLP
Responsibilities:
- Driving Insights Analytics from VoE/ESAT & VoC/CSAT
 - Deriving Actionable insights from Quantitative Analysis, Sentiment Analysis and Topic Modeling
- Project Title:** CX Analytics for an Automotive Company
Technology: R, Python, Excel, Tableau
Responsibilities:
- Identifying major contributing factors to customer satisfaction on Service provided & their interrelation (Dashboard)
 - Advised Actionable Insights to Clients based on analysis of both structured & unstructured data
 - End-to-End VoC Management Services was proposed to the Client which included Data Collection & Augmentation, VoC Analytics Services (structured & unstructured) & Dealer Scorecard, Performance Benchmarking & Project Implementation
- Project Title:** Retail Food Chain Customer Recovery Analysis
Technology: Excel, Tableau
Responsibilities:
- Identifying the main reasons for customer dissatisfaction for a service provided
 - Analyzing factors contributing to customer satisfaction based on customer follow-up & Resolution provided following a customer complaint
 - Provided Actionable insights to Business on operational steps needed to be taken to maintain customer satisfaction & retain customers
- Project Title:** Chatbot Framework/Contextual Interactive Chatbot
Technology: Deep Neural Net Model (DNN), TF Learn, Python TensorFlow, SQL
Responsibilities:
- Developing & Implementing Contextual Interactive Chatbot using Deep Learning Model & SQL for database connectivity
- Other Projects:** Image Analytics (using CNN), HR Analytics - Predictive model for employee churn (using R), Performance Management Dashboard tracking KPIs/metrics (using Excel & Tableau).

Language Skills & Certifications

- Proficient in English
- Conversant in Spanish
- **Basic Spanish 1: Getting Started**, UP Valencia, Spain (EdX) - June 2017
- **Basic Spanish 2: One Step Further**, UP Valencia, Spain (EdX) - July 2017