

Ashesh Mishra

Senior Data Scientist with ~5 years of work experience in Product, Healthcare, Supply Chain, Insurance, Retail and HR Analytics domain

Remote, India

Contact Email -

asheshnathmishra1@gmail.com

Phone Number - 7064199536

LinkedIn - [ashesh-nath-mishra](#)

EXPERIENCE

Elevance Health— Senior Data Scientist

July 2023 - Present

- Created Chatbots for Q&A with insurance policy documents
- Developed a customized SQL query generator and auto generate visuals/graphs using LLM for personalized data analysis and report generation
- Automated Audit compliance process using LLMs to validate reimbursement reports, receipts, invoices etc
- Designed Entity Extraction model and used to auto generate EOC insurance documents from SOB files using LLM and text generation

Microsoft - Nuance Communications — Data Scientist

September 2021 - June 2023

- Developed and implemented NLP algorithms to analyze user conversation history and identify patterns that could be used to improve intent recognition
- Built a sentiment analysis model to understand user feedback to improve Customer Experience by providing insights
- Led the end-to-end process of designing, developing, and maintaining reports on live chatbots for APAC clients
- Successfully migrated a legacy reports to Tableau/Power BI Dashboards

EY, Bangalore — Data Analyst

August 2019 - September 2021

- Delivered high-quality data science solutions from analysis to deployment within tight deadlines
- Managed a team of data analysts to develop and deploy live projects and proofs of concepts and directly worked with clients
- Developed and delivered client demos and proof of concepts that showcased the capabilities of AI to attract new business

PROJECTS

VA Transcript Insights and Reporting

- Developed end to end Tableau dashboards for multiple clients for

SKILLS

Statistical Data Analysis

Machine Learning

Predictive Analysis

Natural Language Processing (NLP)

Generative AI - LLM

Chatbot Development

Time series Forecasting

Sentiment Analysis

MLOps

Programming Languages

Python, R, Spark, DAX

Data Visualization

Power BI, Tableau, Data Studio, Spotfire

Cloud Technologies

Microsoft Azure, Google Cloud (GCP), IBM Watson, AutoML, Azure ML, Databricks

Database and ETL Tools

SQL Server, MySQL, MongoDB, BigQuery, Alteryx

Other Tools

Github, Jira, Microsoft Excel, Tensorflow, Huggingface, Pytorch, OpenAI API, Mlflow, Airflow, NLTK, Bert, Agile, Nuance Mix, Azure bots, Computer Vision, Form Recognizer, IBM Watson, Scikit-learn, LLM

AWARDS

Exceptional client service award

EY Silver Badge - Data Visualization

- monitoring chatbot performance and improvise user intents
- Studied chatbot transcripts to suggest unrecognized topics and suggested virtual chat designs to amend virtual assistants

Chatbot - Intent Classification and Topic Modelling

- Developed a Clustering model to **segment text corpus into topics** based on live agent/customer chatbot transcripts
- Built a text preprocessing solution that can clean large volume of text
- Created a Power bi dashboard demonstrating the generated topics from conversations and discovering areas where **traffic from live agents can be mitigated to virtual assistant**

Employee Pyramid Optimization and Predictive Analysis

- Applied data-driven model to optimize employee resource pyramid using Python that **increased revenue by 12%**
- **Forecasted** the number of resources required and expected rate of Attrition
- **Automated data preparation** using python that that **reduced manual efforts by 80%** and Created a dashboard using Power BI that conveys the insights (Optimized Pyramid, Employee on Bench & Attrition Analysis) to the stake-holders

Supply Chain and Inventory Optimization

- Developed a rule based model for Inventory Transfer Recommendation process which is planned to **reduce loss by \$500000/year**
- Analyzed data on inventory reports and generated transfer recommendations based on Expiry Date and Available Surplus

Life Expectancy Prediction

- Developed a Regression model to **predict the probability of a person's death** based on health statistics
- Developed a Risk Profile for each customer based on contributing factors
- Simulated a pricing strategy based on the risk and integrated the results to a PowerBI Dashboard

Dynamic Insurance Premium Pricing using Health Analytics

- Developed **Predictive models that forecasts the possibility of Diseases** (Heart Attack, Diabetes)
- Built a **Pricing Algorithm that can automatically quote premium price** for any customer based on risk profile
- Deployed the model in GCP and created a Data Studio Dashboard to showcase the impact to reduce Actuarial Team's time/effort by 50%

EDUCATION

National Institute of Science & Technology (NIST), Odisha — B.Tech, Computer Science

2015 -2019

EY Bronze Badge - Data Science

EY Bronze Badge - Cloud

CERTIFICATIONS

Microsoft Azure Fundamentals (AZ-900)

Microsoft Azure AI Fundamentals (AI -900)

Microsoft Azure Data Fundamentals (DP-100)

Google Cloud Beginner

Google Analytics Beginner

LANGUAGES

English, Hindi, French