

Saurabh Mishra

🏠 Bangalore, India

☎ +977-9814877469

🌐 geekMISHRAJI

✉ saurabh.nasaist@gmail.com

🌐 <https://www.saurabhmishra.com.np>

Skills

- **Programming Languages:** Python, Shell Scripting, Java, SQL
- **Data Visualization:** Power BI, Matplotlib, Seaborn
- **Data Science Tools:** Pandas, NumPy, Scikit-Learn
- **ML & AI:** PyTorch, Keras, LangChain, Transformers
- **Big Data & Cloud:** Apache Spark, AWS, Kafka
- **Developer Tools:** Git, GitHub, BitBucket, Docker

Experience

Ellucian Higher Education Systems, Bangalore

Cloud Engineer I

[07/2023 – 11/2025] (2 years 4 Months)

- Architected and deployed an AI-enabled incident-resolution recommendation system, resulting in 40% reduction in MTTR.
- Connected the LLM-RAG model the company's datalake backend to search for incident-resolutions across 3 different data sources.
- Integrated the bot with the latest InVilite platform making it accessible to the end-users through a chatbot interface.
- Impacted the support engineers' productivity by reducing knowledge search time and robust access to company tools.

Technical Intern

[02/2023 – 05/2023] (3 Months)

- Built a prototype AWS-powered bot, automating 60% of incident searches, saving over 100+ man-hours monthly.
- Integrated the bot with Slack for streamlined communication and incident resolution.
- Optimized SQL queries and integrated ML algorithms, reducing bot response time by 15%.

Nepal Red Cross Society, Birgunj

Data Analyst Intern

[06/2020 – 11/2020] (6 Months)

- Conducted data cleaning and validation for over 5,000 records using **SQL** and **Pandas**, improving data accuracy by 25%.
- Developed interactive **Power BI** dashboards tracking key donation metrics, driving a 10% increase in donations
- Delivered insights to identify patterns, resulting in process improvements that decreased average response time by 20%.

Academic Projects

Realtime Image Segmentation Android App

- Built an Android app for real-time **image segmentation** using **DeepLabV3+** and TensorFlow Lite at 30 FPS.
- Integrated **Camera2 API** for live video feed processing, enabling accurate segmentation on mobile devices with low latency.
- Achieved 92% mean **IoU** score on custom test dataset while maintaining mobile-friendly model size of 8MB

Education

• **B.Tech. Data Science | 8.433/10**
SET, Jain University, Bangalore, India

[07/2019 – 06/2023] (4 Years)

• **Intermediate (+2)**
NASA Int'l HSS, Kathmandu, Nepal

[04/2016 – 04/2018] (2 Years)

Certifications

- Machine Learning and Image Processing by NASSCOM Foundation.
 - *Data Preprocessing, Data Augmentation, Regression, Classification, Clustering, Linear Algebra*
- Statistics Foundation: 1, 2, 3 by Eddie Davila.
 - *Measures of Central Tendency, Central Limit Theorem, Hypothesis Testing, ANOVA, chi-square, loss functions, crosstab*
- Reinforcement Learning Essentials Training.
 - *Markov Decision Process, Monte-Carlo method, Temporal Difference method, Q-Learning, SARSA*

Achievements

- Won the company-wide hackathon at Ellucian by building a ML based course recommendation system for university students.
- Awarded the prestigious Study in India Scholarship for my undergraduate studies at Jain (Deemed-to-be) University.

