

RAMESH PATEL

NLP Data Scientist

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☎ (123) 456-7890

📍 Troy, MI

🌐 [LinkedIn](#)

WORK EXPERIENCE

NLP Data Scientist

Altair Engineering

📅 2023 - current 📍 Troy, MI

- Implemented IBM Watson Text to Speech for automatic generation of audio summaries, reducing content creation time by 53%
- **Built 38 word embeddings using GloVe to enhance semantic understanding in natural language processing applications**
- Utilized LightGBM for text classification tasks, achieving a 97% accuracy rate in predicting customer intent
- Managed the adoption of PyTorch for deep learning models, enabling real-time analysis of unstructured text data

Digital Marketing Specialist

Valassis Digital

📅 2020 - 2023 📍 Livonia, MI

- Developed and executed a content strategy using spaCy and NLTK, resulting in a 34% improvement in search engine rankings
- Authored four comprehensive reports utilizing Mallet and TextBlob to analyze customer sentiment and inform marketing decisions
- Led a team of four in utilizing LightGBM to refine audience segmentation, **reducing monthly ad spend by \$2,823**
- Spearheaded the integration of GloVe embeddings into ad targeting algorithms, increasing ad relevancy scores by 34%

Customer Support Representative

Quicken Loans

📅 2019 - 2020 📍 Detroit, MI

- Created a comprehensive FAQ database using Gensim, reducing repetitive inquiries by 36%
- Supervised a team of 11+ support specialists, fostering a collaborative environment
- Managed customer inquiries with precision and efficiency, **achieving an average satisfaction rating of 9.2 out of 10 based on post-interaction surveys**
- Employed Java to develop custom tools and scripts to automate repetitive tasks, streamlining workflows

EDUCATION

Bachelor of Science

Computer Science

University of Michigan

📅 2016 - 2020

📍 Ann Arbor, MI

SKILLS

- IBM Watson Text to Speech
- spaCy
- Mallet
- TextBlob
- NLTK
- LightGBM
- GloVe
- PyTorch
- Gensim
- Java