

Shivam Shakti

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EXPERIENCE

- **Delivery Hero** Berlin, Germany
Senior ML Engineer — Marketing Tech *August 2021 - Present*
 - **ML Platform for Marketing Tech:** Implemented platform to run ML experiments for marketing. Platform helped streamline operations for Data Scientists, conduct A/B testing for model deployment, and scale to over **150+ ML models pipelines** running in production.
- **CustomerGlu** Bangalore, India
ML Engineer — Founding Member *April 2017 - June 2021*
 - **Explainable Customer Churn Prediction:** Built customer churn prediction system using **RNN with survival functions** for consumer internet businesses. Implemented techniques like **LIME** and **DeepLIFT** to highlight leading indicators for churn.
 - **Decision Service and Experimentation Platform:** Built framework for **Bandit algorithms with real-time inference** capabilities and applications across the product. Also setup **infrastructure for conducting experiments** thereby resulting in safe production roll-out for Machine Learning models with **A/B testing**.
 - **Offer Personalization using RL:** Implemented **Contextual Bandit algorithms** for recommending the optimal marketing action to increase business metrics. Also performed **Offline Policy Evaluation** on trained models to estimate performance in deployment.
 - **Leading and Mentoring:** Responsible for hiring, mentoring and leading a multi-functional team of engineers. Setting up engineering best practices and overseeing architectural design decisions across the stack.

EDUCATION

- **Maulana Abul Kalam Azad University of Technology** Kolkata, India
Bachelor of Technology - Information Technology; GPA: 8.6/10.0 *July. 2013 – June. 2017*

SKILLS SUMMARY

- **Programming Languages:** Python, Java, JavaScript
- **Frameworks:** Tensorflow, PyTorch, Flask, Tornado, Express, Spark, Kafka
- **Tools:** Airflow, Docker, Terraform, AWS (Lambda, SNS, Sagemaker, Batch)
- **Databases:** BigQuery, PostgreSQL, MongoDB, Cassandra, Redis

PROJECTS

- **One-Shot Signature Recognition:** One-shot offline signature verification using **Siamese CNN** and **triplet loss**. Users are able to upload a positive sample of their signature which can be used to verify if a new sample matches with the original one or not. **Tensorflow - Tensorflow Serving - Flask**
- **Reinforcement Learning Algorithms from Scratch:** Implementation of RL algorithms like DQN, REINFORCE, A3C, PPO and SAC from research papers. **Tensorflow - PyTorch**

PUBLICATIONS

- **Hidden Technical Debts in Churn Prediction Systems** Nikhil Saldanha, **Shivam Shakti**, Raman Shrivastava *Montreal AI Symposium 2018*
- **A Cloud Intrusion Detection System Using Novel PRFCM Clustering and KNN Based Dempster-Shafer Rule** Partha Ghosh, **Shivam Shakti**, Santanu Phadikar *International Journal of Cloud Applications and Computing, 6(4), 18-35*