HARSHIT SETHI

Melbourne

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WORK EXPERIENCE

Zendesk   August 2021 - Present
Software Engineer - Machine Learning

Cognitive View   December 2019 - August 2021
Machine Learning Engineer

- Involved in End-to-End Machine Learning development

- Developed deep learning models using state-of-the-art language models and helped improve compliance failure detection by 10%

- Implemented solution to reduce false positives in complaint detection by 50%

- Building ML Pipeline to continuously extract insights from historical complaints data for the past 10 years and running

- Reduced inferencing time of the complete pipeline from 10 minutes to under 30 seconds

- Initiated process to enable data team to move from manual labeling in spreadsheets to automated data labeling

- Collaborated with Product Owners, QA and other teams in an agile environment to design the product features

The University of Melbourne   July 2019 - November 2019
Tutor   *Mobile Computing Systems Programming*

- Prepared lesson plans/learning modules for tutoring sessions according to students' needs and goals

- Assessed students' progress throughout tutoring sessions

EDUCATION

The University of Melbourne   *July 2018 - July 2020*
Master of Science (Computer Science)   WAM: 83.1/100

Galgotias University   *July 2013 - June 2017*
Bachelor of Technology, Computer Science   CGPA: 8.13/10

PROJECTS

Automatic Fact Verification
Skills: Machine Learning - Natural Language Processing, Chrome Extension Development - Javascript, Flask, MongoDB

- The project aimed to automatically fact check a given sentence and retrieve evidence from Wikipedia

- Spacy and AllenNLP libraries were employed for Named Entity Recognition and Textual Entailment

- The project was completed with 60% accuracy at classifying an evidence as supportive or refuting to the stated fact

Social media analysis to explore the seven deadly sins
Skills: Cloud Development, Ansible, MongoDB, Docker, Data Analytics

- Carried out social media analysis using cloud technologies to explore seven deadly sins

- The activities were executed on University of Melbourne cloud system - NeCTAR Research Cloud

- The conclusion derived from twitter data on the sins was then cross checked from AURIN's official data

Who Tweeted That? - Authorship Attribution
Skills: Machine Learning - Natural Language Processing

- We analysed various machine learning classification models to single out authors for the collected Twitter data set

- Various models were considered, such as Naive Bayes, SVM, Random Forest and Transformer based classifiers and how and why they performed under given situation was reported

- The project was completed with 29% accuracy

UniSocial
Skills: Android

- An android application developed for University students to share photos and meet new people around campus

- Students can upload photos of specific location and share views or tips about a place for other students

CERTIFICATION

CodeChef *May 2018*
Data Structures and Algorithms Foundation Exam

NexStar Entrepreneurship Program *August 2019 - September 2019*
Melbourne, Australia

VOLUNTEERING

AIESEC University of Nottingham, *January 2015 - February 2015*
Ningbo, China

Victoria State Emergency Services *February 2019 - September 2019*
Melbourne, Australia

TECHNICAL STRENGTHS

Skills	Python, Machine Learning, Natural Language Processing
Software & Tools	Linux, Scikit-Learn, Spacy, Docker, MongoDb,