Anmol Kapoor

Engineering Manager @Flipkart (India) and pursuing Masters in CS [Machine Learning] @Georgia Tech (Atlanta)

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WORK EXPERIENCE

Engineering Manager
CX NLP Tech Group - Flipkart

09/2019 – Present

Achievements/Tasks

○ Leading team (7 Devs & 3 Data Scientists) responsible for NLU capabilities for Flipkart CX across Chat, Social and Email customer connect channels.

○ Recent product : Flipkart Support Assistant (ChatBot). First point of contact for post-order experience help for flipkart customers. Handled 100k chats per day which were resolved by the bot without transfer to consultants.

○ Working closely with Product, UX and Biz team for new flipkart initiatives.

Tech Lead
CX- Platform Team - Flipkart

07/2018 – 08/2019

Achievements/Tasks

○ Led team (12 Developers) responsible for aggregated views and actions, for customers - (Flipkart SelfServe) and consultants (Flipkart Agent Serve)

○ Redesigning aggregator platform for Versioned Aggregated Apis for decoupling UI (Mobile, Web,App) from backend deployments. Api response time reduced from 1200ms to 350ms with scaling at 15k QPS.

○ Created async messaging capabilities for Long Polling from UI to platforms, using Redis PubSub. Enabled CX to scale across outsource partners at different locations.

○ Responsible for SDLC processes, Mentoring, Engineering health of systems with IDP planning for direct reportees. Hiring and building team strength.

Software Developer @CX
Flipkart Internet Pvt Ltd, Bengaluru, India

04/2012 – 08/2019
Worked with flipkart as SDE1, SDE2, SDE3

Achievements/Tasks

○ Developed Flipkart's in-house incident management system replacing Oracle's propriety solutions, customised for scale and e-commerce domain.

○ Been part of CX team journey from a team of 3 to 45 as mentor and contributor.

EDUCATION

Master of Science (M.S.) CS, in Machine Learning
Georgia Tech - College of Computing, Atlanta, US

08/2018 – Present

Courses

○ Artificial Intelligence, AI for Robotics
○ Machine Learning, ML for trading
○ Reinforcement learning.
○ Data Visualisation, Operating Systems

Bachelor of Engineering, Computer Science and Engineering
Birla Institute of Technology

04/2008 – 05/2012   *CGPA 7.8*

SKILLS

Large Scale Application development

Applied Machine Learning   Restful Webservices

Leading Aglie Tech teams   Scrum

Project Management

PROJECTS

Algorithm for Frequent Pattern Mining on Closed Itemset - Research Intern @IIM Ahmedabad (05/2011 – 06/2011)
Under guidance of Prof. Dr. Rajanish Dass, IIM Ahmedabad. Project relates to research in field of Data Mining of Patterns over large transactional datasets, extracting frequent patterns and optimising space and time complexity of algorithm.

Twitter Sentiment Analysis (01/2012 – 04/2012)
Under Guidance of : Prof Dr. Indrajit Mukherjee. Data Mining of Twitter Alerts by various users and then estimating their sentiments regarding a particular query. Use of Supervised Machine learning tools and a Web based API as final deliverable.

CERTIFICATES

Machine learning and AI - Introduction (01/2018 – 02/2018)
International School of Engineering, Bengaluru, India. Introduction to Supervised & Unsupervised learning, Deep learning neural nets, Hands on Lab

Machine Learning, Stanford University (02/2018 – 03/2018)
Coursera , Certificate No. TG8F3DZD56

Functional Programming Principles in Scala, EPFL University (05/2016 – 07/2016)
Coursera , Certificate No. 6KA8G4JNG9

ACHIEVEMENTS

Ranked 34th in ACM-ICPC South-Asia Regional Onsite Finals, Asia-Amritapuri Site conducted by Amritapuri University Dec, 2010

INTERESTS

Music   CrossFit   Running   Reading