

PRAKHAR RATHI

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Experience

Manager - Workforce Optimization, American Express | Gurgaon, India

July 2024 - Present

- Lead a team of 27 analysts, optimizing workforce strategies and providing consultative and execution support to Global New Accounts (GNA), across 20 international markets to ensure achievement of critical operational metrics.
- Define and implement market-specific inbound and outbound customer contact strategies, driving higher net card approvals and minimizing financial and operational risk, based on market regulations.
- Spearhead the Automation COE, responsible for identifying process gaps and creating customized tools and solutions to enhance process efficiencies within my B45 remit.

Business Analyst, American Express | Gurgaon, India

Jan 2022 - July 2024

- Developed and deployed multiple simulators to manage performance metrics across multiple operations functions like GNA, Credit, CFN, Fraud and TLS.
- Supported 14 Complaints Resolution teams in managing their capacity by providing forecasting and capacity planning support.
- Collaborated with technology, operations, and capabilities teams to successfully migrate GNA operations to Genesys, ensuring seamless integration and functionality for over 1,200 agents over a period of 8 months.

University of Warwick, Data Science for Social Good Fellow | Warwick, UK (Remote)

June 2021 - August 2021

- Developed a predictive model with German Federal Ministry for Economic Affairs (BMWK) aimed at strengthening their forecasts by developing a forecasting model to predict economic development in Germany.
- Implemented vector autoregression models to forecast quarterly unemployment rates at the county level in Germany, with an average error rate of 2.5%
- Collaborated with a diverse team of 4 researchers from Asia and Europe along with mentors from Alan Turing Institute, UK and Ludwig Maximilian University, Germany to deliver the project in 12 weeks.

Indian School of Business, ML Researcher | Hyderabad, India

June 2019 - Aug 2019

- Programmed trading strategies like Piotroski F-Score and Momentum Modelling, and backtested them for over 15 years' data with positive returns.
- Ideated and implemented a machine learning model for the Union Bank of India which allotted risk scores to customers based on their transaction history. The model brought down the customer loan default rate by 11% on 2 years of testing data.

Education

Ongoing **Organizational Leadership**, Northwestern University | USA (Remote)

2024 - Present

9.16/10 **B.Tech in Computer Science Engineering (Minor in Economics)**, Shiv Nadar University | India

August 2018- May 2022

Honors: Grauduated with High Distinction, Dean's List for Academic Excellence

Societies Google DSC (Lead), Debating Society (President), ACM (Vice Chair), Business Society (Co-ordinator)

Skills

Organizational	Strategic Transformation, Capacity Planning, Servicing Innovation, Stakeholder Integration, People Management
Technical	Python, SQL, STATA, Google Cloud Platform, \LaTeX , MS Excel, Machine Learning, Generative AI
Technologies	Tableau, Cornerstone, Hive, Putty, Django, Flask, Keras, FastAPI, Linux, Docker, Kubernetes

Select Projects

CCP Efficiency Tracking Tool

May 2023 - Aug 2023

Python, Streamlit, MS-Excel, Cornerstone

GOCM, American Express

- Developed a suite of applications that would enable GOCM and operations to improve CCP call handle time and adherence through extensive statistical and outlier analysis.
- Reduced average call handle time across various GNA markets by over 16% and saved of over \$200,000 through these strategies.

Back-Office Inventory Forecast Tool

Jan 2023 - June 2023

FastAPI, Streamlit,

GOCM, American Express

- Built an application to develop mid and long range forecasts of fraud case inventory using historical univariate data.
- Leveraged time-series forecasting models to create inventory outlooks and recommend staffing strategy to senior leadership, resulting in existing backlog reduction of ~65%.
- The application was served through Docker and Streamlit and the simulation time was reduced by ~70%.

Recognition

2024	Tribute Award , Global Services Group
2023	2x Top performer of the Month , Global Capacity and Contact Management
2021	KPMG Ideation Challenge Global Finalist , Team India

American Express

American Express

KPMG