Senior Data Scientist

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Company: Afiniti

Location: Karachi

Category: other-general

About AfinitiAt Afiniti, we are a leading provider of artificial intelligence technology that elevates the customer experience by making moments of human connection more valuable. Our mission is rooted in a simple yet powerful idea: understanding patterns of human behavior enables us to predict how people will interact and create meaningful connectionsUsing our patented AI technology, we revolutionize the contact center industry by pairing customers with the most compatible contact center agents. By doing so, we enhance the entire customer journey, resulting in exceptional experiences and improved outcomes for all parties involvedOur transformative technology has generated billions of dollars in incremental value for our esteemed clients, which include Fortune 500 companies across diverse industries such as financial services, telecommunications, travel, and hospitality. We take pride in our global reach and impact, with our solutions being leveraged by organizations around the worldTo learn more about Afiniti and the groundbreaking work we do, visit www.afiniti.comAbout the roleSenior Data Scientist - PakistanAfiniti uses data science to enhance human interactions in large enterprises by efficiently pairing customers or tasks with company representatives. Our primary focus is improving contact center interactions for sales, service, retention, collections, and customer satisfaction in fields ranging from telecommunications to healthcare to banking to hospitality. To ensure we're delivering value, we measure performance using a real-time control group – routing a portion of calls using the client's existing system and the majority of calls using our data-scientist-designed pairing and next-best-action recommendation strategiesKey ResponsibilitiesPerform statistical inference on large data sets to inform decisions and drive

actions.Drill down on results (problem-solving analysis) and conduct custom analysis.Build predictive models to optimize agent and customer interactionsCollaborate and communicate with data analytics, and cross-functional teams on a task basis.Adapt theoretical concepts and standardized techniques to real-world problemsWorking at a stretch in EST hours as per client requirements (starting work post midday till midnight).Lead production activities on deployed accounts, or execute on deployment plan.Minimum QualificationsBachelors or Masters in Computer Science, Mathematics, Economics, Physics, Engineering or related quantitative field.4-5 years of working experience in relevant field.Programming experience in one or more of the following languages i.e. R/Python/ Julia/SQL.Experience with statistics, machine learning, linear programming, or mathematical optimization, both practical and theoreticalStrong attention to details.Preferred QualificationsExcellent skills at distilling complex, ambiguous scenarios into tractable modelsProficiency in R and PythonExperience with data analysis, data visualization, programming, processing large data setsFamiliarity with SQL, relational databases, version control, and tools for reproducibility such as git, Jupyter and R Markdown, make, or authoring custom packagesDemonstrated ability to manage time independently and take projects to completionWillingness to learn new techniquesAbility to document and explain cutting-edge techniques to other team membersComfort working in a collaborative environment with cross-team communication to bring projects into productionFamiliarity with Bayesian statistics, hierarchical modeling, MCMC algorithms, latent factor modelsLocation/Remote work statement

This is a hybrid opportunity required to work in EST Hours.

#J-18808-Ljbffr

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