Krishnendu Biswas | Male, 23

Academic Record

Diploma in Programming	74.10%	Indian Institute of Technology Madras (BS Data Science)	2026
Bachelor of Business Administration	68.96%	Indian Institute of Management Ranchi	2025
Class XII	75.20%	Kendriya Vidyalaya Malda (CBSE)	2022
Class X	92.80%	St. Claret School Bishrail (ICSE)	2020

Corporate Internship — 5 Months

QualityKiosk Technologies, Navi Mumbai — *Data & AI Intern* — *Apr '26 - Jun '26*

Discovery & PRD	▪ Authored a **1,147-line ML estimation PRD** with **20 requirements**, replacing gut-feel QA sizing with data. ▪ Tracked **38-field estimate-vs-actual records**, scoring **MAPE** by domain to baseline QA estimate misses. ▪ Built a unit-tested data-capture module spec-first from a **1,322-line EARS spec** in Kiro, merged as PR #1. ▪ Built an AQuA complexity explorer in **Streamlit** on a 416-record SQLite store as an interactive dashboard.
Module Ownership	▪ Owned **7 applications** on one self-built AWS platform plus 3 Python tools in 3 months, solo with AI agents. ▪ Harmonized QA data across **82 banking apps** and **7 departments** into a single unified analytical dataset. ▪ Reformatted **61 bank CRM workbooks**, 2,157 test cases, into the Azure DevOps schema via a Python tool. ▪ Generated a **6-sheet Excel model** with live RMS formulas, letting analysts re-score modules without code. ▪ Wrote the team's **5-step deploy runbook**, from clone to push-to-prod, tracked in-repo for a clean handoff.

Tata Steel, Jamshedpur — *Research Analyst* — *Apr '25 - Jun '25*

Benchmarking & Research	▪ Analyzed salary data from **20+ manufacturing firms** in Python to map pay gaps across **50+ job profiles**. ▪ Standardized **25+ allowance types** across firms, enabling like-for-like pay comparison across employers. ▪ Structured **1K+ compensation records** into **10+ benchmarked role bands** for ITI and diploma holders. ▪ Designed **10+ role-based pay bands** with career ladders, aligning HR compensation policy for scalability.

Positions of Responsibility

Senior Executive Member, Corporate Relations and Placement Committee | Negotiated and converted **46 accounts**. — 2026

- Retained **90% of 15 accounts** through continuous follow-ups, proactive recruiter conversations and dedicated SLA measures.
- Built a **PlaceCommer AI agent** for inbox triage, lead enrichment and staged drafting, with a human approving every send.
- Led a **20-member team** and scored **174 recruiters** across 2 offer cycles, cutting 4 bands to balance 10 coordinator portfolios.

Senior Executive Member, CoData - The IT & Analytics IPM Club | Coordinated workshops, guest talks and tutorials. — 2024

Senior Executive Member, Media and Digital Communication Committee | Built **5+ academic websites** over 2 years. — 2024

Research Papers

Presented **"Adoption and Implications of Generative AI in Marketing: A Systematic Review and Research Agenda"** (**10th Pan-IIM WMC 2025, IIM Ranchi**); used **PRISMA** to review 29 Scopus articles, spanning 2020 to 2025. — 2025

Accepted **"Multi-Class Affect Detection in Educational Chatbots: Evidence from Imbalanced Dialogue Data"** (**Springer, FICTA 2026**); the proposed **RoBERTa+SVMSMOTE** achieved **74.19% recall** on the rare Confused class. — 2026

Projects

Termly: Term Planner PWA and API, IIM Ranchi — Oct '26

- Ranked feature ideas by LLM triage plus usage evidence; approved **9 of 10** community ideas, shipping **30+ releases** in 24 days.
- Saw Gmail connect stall at **11 of 43** users despite nudges; cut nudges, moved connect into sign-in: **11 of 11** new users linked.
- Tracked **15K+ usage events**, removing owner and expected-error noise from metrics; daily actives rose **7 to 30** in 3 weeks.

Comment Classification: Feature Engineering & Predictive Modelling — Mar '26

- Analyzed **198K comments** across 4 label classes, addressing class imbalance with **F1-Macro** as the primary evaluation metric.
- Screened **11 tabular predictors** over 198K text records with **Chi-Square** and Kruskal-Wallis tests, ranking on test statistics.
- Lifted model performance from 0.6221 to **0.8293 F1-Macro** on **39.6K test rows** via a 100-trial Optuna-tuned 3-model blend.

Certifications

- Microsoft Certified: Power BI Data Analyst Associate (PL-300) | Dashboards | DAX | PowerQuery | ETL | Modelling — 2025
- Lean Six Sigma Green Belt - **Grant Thornton** | Process Optimization | DMAIC | Operational Efficiency | Kaizen | TPM — 2025
- Modelling and Building **Digital Supply Chain Twins - anyLogistix, IIM Mumbai** | Supply Chain | Scenario Modelling — 2025
- Foundational Level in **Programming and Data Science - IIT Madras** | **Advanced Excel** | Command-line Tools | n8n — 2023

Achievements

- Awarded **Topper Badges** in **7 of the first 14** courses of the **BS Data Science & Applications Program**, IIT Madras. — 2025
- Ranked in the **Top 50 out of 500** teams at the **Odoo × Paradox 36-hour Hackathon**, offline finals at **IIT Madras**. — 2025

Others

Interests	Product Strategy | AI Product Delivery | GenAI/LLM Trends | Agentic Pipelines | Customer Analytics | Music
Skills	PRD Writing | Product Analytics | SQL | Python | ML | GenAI & Agents | Harness Engineering | PostgreSQL | Git

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