# Ishan Islam

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## Education

**Georgia Institute of Technology** — **Atlanta, GA**
*Master of Science, Analytics* — *Aug 2026 - Present*

**Long Island University** — **Brooklyn, NY**
*Bachelor of Science, Computer Science* — *Sep 2022 - Dec 2025*

- *Cumulative GPA: 3.69 | Presidential Scholar | Cum Laude Graduate*
- *Vice President, Computer Science Club*
- *Vice President, Google Developer Group*

## Experience

**Cognizant** — **New York, NY**
*Tech Support Analyst* — *May 2026 - Present*

- Analyzed incident and service-request data through ITSM platforms to identify recurring trends, support operational reporting, and improve service performance
- Monitored and managed service requests through ITSM platforms, maintaining accurate records and generating insights to support operational efficiency and service performance.
- Partnered with cross-functional teams to analyze recurring operational issues, identify performance trends, and support process improvement initiatives. .
- Communicated technical findings and resolution status to stakeholders, translating complex information into clear, actionable updates for both technical and non-technical audiences.

**Accenture | Project** — **New York, NY**
*AI and Machine Learning Fellow* — *Aug 2025 - Dec 2025*

- Developed an NLP-based fake news detection model using supervised machine learning and TF-IDF feature engineering on large-scale news datasets
- Built preprocessing pipelines including tokenization, text normalization, and feature extraction for model training
- Evaluated model performance using precision, recall, F1-score, and cross-validation to improve classification accuracy
- Deployed the trained model locally as a REST API and integrated it into a web interface for real-time misinformation detection
- Collaborated with a cross-functional team to design and implement an end-to-end machine learning pipeline, improving model reliability and scalability.

**Break Through Tech** — **New York, NY**
*AI and Machine Learning Fellow* — *Jun 2025 - Apr 2026*

- Design and implement machine learning solutions using Python and statistical modeling techniques to analyze real-world datasets
- Conduct exploratory data analysis (EDA) and feature engineering to improve predictive model performance.
- Train and evaluate classification and regression models using supervised learning techniques.
- Present analytical findings and model insights in structured technical reviews to mentors and industry partners
- Applied machine learning lifecycle principles, including data collection, cleaning, modeling, and validation, to deliver end-to-end data-driven solutions.

## Projects

**Retail Data Pipeline & Sales Analytics | GitHub**

- Built a PostgreSQL data warehouse integrating sales, customer, product, and regional datasets for analytical reporting.
- Developed SQL queries and KPIs to analyze revenue trends, regional performance, product performance, and customer behavior.
- Automated ETL workflows using Python and SQLAlchemy to transform raw operational data into analysis-ready relational tables.
- Developed analytical outputs to support performance monitoring and data-driven business decisions..

**Spotify Breakout Potential Analysis | GitHub**

- Applied K-Means clustering and feature normalization to segment artists based on engagement and popularity metrics
- Engineered custom metrics, including engagement ratios and popularity gap features
- Performed dimensional analysis and clustering evaluation to interpret artist segmentation patterns
- Interpreted segmentation results to simulate data-driven A&R talent discovery
- Performed model tuning and experiment iterations to optimize predictive performance

**Wildfire Risk Prediction Model | GitHub**

- Built a machine learning model to predict wildfire risk across geographic regions using environmental and climate data
- Engineered predictive features from large spatiotemporal datasets and trained classification models using Python and scikit-learn
- Achieved a Kaggle score of 0.90837, placing among high-performing submissions
- Conducted exploratory data analysis and model tuning to improve predictive performance

## Skills

- **Programming:** Python (Scikit-learn, TensorFlow, PyTorch, Matplotlib, Seaborn, SQL, and Pandas), JavaScript, PowerShell
- **Machine Learning:** NLP, Classification, Regression, Clustering, Feature Engineering, Model Evaluation, Cross-Validation, A/B Testing
- **Data Analysis & Statistics:** Statistical Analysis, Exploratory Data Analysis (EDA), Data Cleaning
- **Development & Data Tools:** Git, GitHub, JupyterLab, Anaconda
- **Databases & Data Engineering:** PostgreSQL, MySQL, ETL Pipelines, SQLAlchemy, Google BigQuery
- **Data Visualization:** Matplotlib, Seaborn, Tableau, Power BI, Microsoft Excel
- **Certifications**: Break Through Tech ML Certificate, Machine Learning, Regression Analysis, Power of Statistics, Foundations of Data Science, Translate Data Into Insights