

Sohom Ghosh, PhD

🎓 M.Tech (BITS, Pilani), PhD (Jadavpur University, India)
🏢 Machine Learning Engineer at Apple 🍏, Experience: 9.5+ years
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SUMMARY

- Delivering impactful **Artificial Intelligence (AI) & Machine Learning (ML)** solutions at scale for 9.5+ years
- **Key Achievements, Research & Engineering Leadership:**
 - Delivered **20+** end-to-end data science **projects**, including **10** solutions deployed in **production** impacting millions of users. Patented solution for Natural Language Processing (NLP)-driven call transcript analytics.
 - Earned **10 awards** & completed **11 advanced certifications** (MOOCs) in AI, NLP, & ML
 - Published **32 peer-reviewed research papers** at top venues: **TheWebConf (WWW)**, **CIKM**, **COLING**, **LREC**, **IEEE Big Data**, **CODS-COMAD**, etc. (📄 **Google Scholar**: 300+ citations, **h-index**: 10)
 - Co-authored **2 technical books** on NLP, Got **1 US patent** granted for NLP-driven call analytics innovation
 - Technical Focus: Applications of **Large Language Models (LLMs)**, **NLP**, **Generative AI**, & **ML**
 - Key Skills: **Large Language Models** — **Multi-modal AI** — **Multi-lingual NLP** — **Retrieval-Augmented Generation (RAG)** — **MLOps** — **Financial NLP** — **PyTorch** — **AWS** — **AI Agents**

EDUCATION

PhD in Engineering (Computer Science) 2022-2025
Jadavpur University, Kolkata, India 81.5% (Coursework)
Thesis: Using Computational Linguistics to Demystify Financial Texts (📄 **summary** 📄 **poster** 📄 **thesis** 📄 **slides**)
Advisor: Dr. Sudip Kumar Naskar
Achievements: Honourable Mention YRS Track CODS COMAD 2023, Travel Grants (CODS COMAD 2024, CIKM 2024, IndoML 2024, PIC-2025, ARCS-2025)
Publications (WWW, CIKM, COLING, LREC, CODS-COMAD, FinNLP, FNP, Eval4NLP, SN Computer Science Journal)

Master of Technology in Software Systems (Specialization: Data Analytics) 2017-2019
Birla Institute of Technology and Science, Pilani, India GPA: 9.31 out of 10
Thesis: Is it a click bait? Let's predict using Machine Learning

Bachelor of Technology (Computer Science and Engineering) 2012-2016
Maulana Abul Kalam Azad University of Technology (Formerly, WBUT), India GPA: 8.22 out of 10
Achievements: GATE (CS&IT-2016): 96.97 percentile, **Publication:** Recommendation System based on Product Purchase Analysis (ISSE, Springer Journal)

WORK EXPERIENCE

Machine Learning Engineer Sep 2025 - Present
Apple Inc. (NYSE: AAPL) Hyderabad, India

- Building intelligent systems to democratize AI across Apple solutions
- Driving the development and deployment of innovative AI models and robust, scalable ML infrastructure
- Developing automated ML pipelines for feature engineering, data augmentation, prompt engineering, hyperparameter tuning, and evaluation
- Implementing advanced model compression techniques to reduce resource footprints while preserving performance
- Brainstorming AI/ML proof-of-concepts and collaborating with cross-functional teams to monitor product sales while ensuring high-quality model governance

Senior Analyst → Data Scientist → Senior Data Scientist Jun 2019 - Aug 2025
Fidelity Investments (FMR LLC) Bengaluru, India

- **Generative AI for analysing Call and Live Chat Transcripts** - 📄 **Patented**, In Production
 - Designed and managed an annotation pipeline using **Appen**, overseeing a team of 98 annotators to ensure **high-quality labelled datasets** for model training and evaluation
 - Fine-tuned advanced NLP models, including **Bi-LSTM**, **T5**, **BART**, and **LLaMA**, for **multi-theme extraction and summarization** from call transcripts. Optimized model performance to accurately identify and condense key insights, enhancing decision-making and workflow efficiency. Applied **Hierarchical Clustering**

recursively to group similar themes and identify patterns within unstructured data. Productionized NLP models. Led end-to-end LLM pipelines (fine-tuning, evaluation, deployment)

- **Applications:** i) **Automated short note generation** for call transcripts to streamline communication and improve accessibility ii) Analysing **root causes of high call volumes** to identify trends and optimize operational efficiency iii) **Featurization of textual interaction data** to enable advanced analytics and actionable insights
- **Impact:** i) Identified and resolved login-related issues, resulting in a **10% increase in Customer Satisfaction Score** ii) Updated workflows for key processes, driving an **18-point increase in Net Promoter Score (NPS)** and a **27% improvement in Customer Ease Score** iii) Developed a comprehensive solution to address the student debt crisis, leading to a **60% increase in enrolment, 59,000 yearly payments** processed, and **\$200M+ loan disbursed** to participants
- **Predictive Customer Interaction System** —  In Production
 - Experimented with **pattern mining algorithms, LLM, Learning-to-Rank** frameworks & engineered real-time solutions to predict customer's next-steps during an interaction with a chatbot. Identifying content gap for aiding content creation (**32.5% Click-Through Rate, Increased Customer Satisfaction Score by 6%**)
 - Developed **statistical & linguistic metrics** to measure effectiveness of automated chat sessions
- **Investor Behaviour Analytics, Enterprise Search & Knowledge Solutions**
 - Developed a **LightGBM-based predictive model** leveraging user profiles and web activity data to **forecast equity sell-offs**. Enabled proactive decision-making by accurately identifying patterns in user behaviour
 - Experimented with **Retrieval-Augmented Generation (RAG)** to enable accurate and context-aware responses to **business queries from call transcripts**. Explored and implemented **advanced chunking and denoising strategies** to optimize data preprocessing. Leveraged frameworks such as LangChain, LlamaIndex, FAISS, and Chroma DB to enhance retrieval efficiency and model performance
 - Conducted **trend analysis and categorization of 3 million investor search queries** to prioritize content creation, contributing to a nominated paper for the Gartner Eye on Innovation Awards for Financial Services 2023 (one of three nominations submitted by Fidelity Investments) [ paper]
 - Developed a **RoBERTa-based direct answer algorithm** to improve the search experience, enabling users to find relevant information faster and more accurately [ paper]

Technical Stack: Python, PyTorch, AWS, Snowflake, SQL; **Won 7 Awards, Deployed 4 production ML models, Published 3 research papers, Keywords:** LLMs, RAG, Clustering, Predictive Analytics, NLP

Data Scientist

Times Internet (The Times Group)

Jan 2017 - Jun 2019

Noida, India

- Designed and implemented a **Word2Vec-based skill recommendation system** for TimesJobs to enhance search experience of candidates
- Engineered a scalable **XGBoost-based predictive model** using **PySpark** for email targeting, deployed on a **Hadoop** cluster (achieving a **15% increase** in email open rates)
- Delivered actionable insights that informed strategic decisions by analysing **behavioural patterns of 450M+ monthly visitors** across 39+ digital properties including Gaana, Times of India, Economic Times, MX Player and CricBuzz
- Spearheaded multiple analytics initiatives:
 - **Sales Analytics:** Upsell/cross-sell strategies and **XGBoost-based churn modelling**
 - **Digital Product Analytics, B2B Cross-walk Analytics**
 - **Fraud Analytics:** **Detecting fraudulent** activities in affiliate marketing (**preventing \$17,000+ in losses**)
 - Career graph modelling and data pipeline engineering

Analyst

Fn MathLogic

Jul 2016 - Jan 2017

Gurugram, India

- Data Science Trainings: Trained corporates of one of the World's Largest Consulting Firm on Text Analytics, Machine Learning using R
- Cloud: Developed cloud infrastructure for Spark Hackathon using AWS (S3, EMR, EC2)
- Data Visualization: Prepared dashboards and reports using Apache Zeppelin, MS Excel & ShinyR

SELECTED PUBLICATIONS

(More on  Scholar, 300+ citations, 10 h-index)

Journals

1. **Sohom Ghosh**, et al. "Learning to Rank Hypernyms of Financial Terms Using Semantic Textual Similarity." *SN Computer Science*, 4(5), 1-14, 2023. [DOI: 10.1007/s42979-023-02134-z]

2. **Sohom Ghosh** and Sudip Kumar Naskar. “Recent trends in financial natural language processing research.” *Science Talks*, 6, 100185, 2023. [DOI: 10.1016/j.sctalk.2023.100270]
3. **Sohom Ghosh**, et al. “Dichotomic Pattern Mining Integrated with Constraint Reasoning for Digital Behaviour Analyses” *Frontiers in Artificial Intelligence*, Volume 5, 2022, DOI: 10.3389/frai.2022.868085
4. **Sohom Ghosh** and Sudip Kumar Naskar. “Detecting context-based in-claim numerals in Financial Earnings Conference Calls.” *International Journal of Information Technology*, 14(6), 3121-3131, 2022. [DOI: 10.1007/s41870-022-00952-7]
5. **Sohom Ghosh** and Sudip Kumar Naskar. “FiNCAT-2: An enhanced Financial Numeral Claim Analysis Tool.” *Software Impacts*, 14, 100438, 2022. [DOI: 10.1016/j.simpa.2022.100288]
6. **Sohom Ghosh**. “Identifying click baits using various machine learning and deep learning techniques.” *International Journal of Information Technology*, 13(5), 1829-1838, 2021. [DOI: 10.1007/s41870-020-00473-1]
7. Angan Mitra, **Sohom Ghosh**, Partha Basuchowdhuri, M. K. Shekhawat, and Sanjoy Kumar Saha. “Recommendation system based on product purchase analysis.” *Innovations in Systems and Software Engineering*, 12(3), 195-207, 2016. [DOI: 10.1007/s11334-016-0274-x]

Conferences

1. **Sohom Ghosh**. “Demystifying Financial Texts Using Natural Language Processing.” *Proceedings of the 33rd ACM International Conference on Information and Knowledge Management (CIKM)*, 2024. [Link]
2. **Sohom Ghosh**, Chung-Chi Chen, and Sudip Kumar Naskar. “Generator-Guided Crowd Reaction Assessment.” *Companion Proceedings of the ACM Web Conference (WWW)*, 2024. [DOI: 10.1145/3589335.3651512]
3. **Sohom Ghosh**, et al. “IndicFinNLP: Financial Natural Language Processing for Indian Languages.” *Proceedings of the Joint International Conference on Computational Linguistics, Language Resources and Evaluation (LREC-COLING)*, 2024. [ACL Anthology Link]
4. **Sohom Ghosh**, et al. “Financial Argument Analysis in Bengali.” *Proceedings of 15th Annual Meeting of the Forum for Information Retrieval Evaluation (FIRE) 2023* [DOI: 10.1145/3632754.3632763]
5. **Sohom Ghosh**, Sachin Umrao, Chung-Chi Chen, and Sudip Kumar Naskar. “The Mask One At a Time Framework for Detecting the Relationship between Financial Entities.” *Proceedings of 15th Annual Meeting of the Forum for Information Retrieval Evaluation (FIRE) 2023* [DOI: 10.1145/3632754.3632756]
6. Aakhya Singh, Chirag Bhatia, **Sohom Ghosh**. “The Effect of Tweets on the Traded Volume of Crypto-Coins” *IEEE International Conference on Big Data (Big Data)*, [2023]. [DOI: 10.1109/BigData59044.2023.10386711]
7. **Sohom Ghosh** and Sudip Kumar Naskar. “FLUENt: Financial Language Understandability Enhancement Toolkit.” *Proceedings of the 10th ACM IKDD CODS and 28th COMAD*, 2023. [DOI: 10.1145/3570991.3571067]
8. **Sohom Ghosh** et al. “Using Natural Language Processing to Enhance Understandability of Financial Texts.” *Proceedings of the 10th ACM IKDD CODS and 28th COMAD*, 2023. [DOI: 10.1145/3570991.3571051]
9. Anubhav Sarkar, Swagata Chakraborty, **Sohom Ghosh**, and Sudip Kumar Naskar. “Evaluating Impact of Social Media Posts by Executives on Stock Prices.” *Proceedings of the 14th Meeting of the Forum for Information Retrieval Evaluation (FIRE)*, 2022. [DOI: 10.1145/3574318.3574339]
10. **Sohom Ghosh** and Sudip Kumar Naskar. “FiNCAT: Financial Numeral Claim Analysis Tool.” *Companion Proceedings of the ACM Web Conference (WWW)*, 2022. [DOI: 10.1145/3487553.3524635]
11. **Sohom Ghosh**, Shovon Sengupta, Sudip Kumar Naskar, and Sunny Kumar Singh. “Finread: A transfer learning based tool to assess readability of definitions of financial terms.” *Proceedings of the 18th International Conference on Natural Language Processing (ICON)*, 2021. [ACL Anthology Link]
12. **Sohom Ghosh**, et al. “Applying Transfer Learning for Improving Domain-Specific Search Experience Using Query to Question Similarity.” *Proceedings of the 3rd International Conference on Algorithms, Computing and Artificial Intelligence (ACAI)*, 2020. [DOI: 10.1145/3446132.3446403]

Workshops

1. **Sohom Ghosh**, Arnab Maji, and Sudip Kumar Naskar. “InFiNITE (∞): Indian Financial Narrative Inference Tasks & Evaluations.” *Proceedings of the 5th Workshop on Evaluation and Comparison of NLP Systems (Eval4NLP)*, 2025. [ACL Anthology Link]
2. Neelabha Banerjee, Anubhav Sarkar, Swagata Chakraborty, **Sohom Ghosh**, and Sudip Kumar Naskar. “Fine-tuning Language Models for Predicting the Impact of Events Associated to Financial News Articles.” *Proceedings of the Joint Workshop of the 7th Financial Technology and Natural Language Processing (FinNLP), 5th KDF, and 4th EconNLP*, 2024. [ACL Anthology Link]
3. Harsha Vardhan, **Sohom Ghosh**, Ponnurangam Kumaraguru, and Sudip Kumar Naskar. “A low resource framework for Multi-lingual ESG Impact Type Identification.” *Proceedings of the 6th Workshop on Financial Technology and Natural Language Processing (FinNLP)*, 2023. [ACL Anthology Link]
4. **Sohom Ghosh** et al. “LIPI at the NTCIR-17 FinArg-1 Task: Using Pre-trained Language Models for Comprehending Financial Arguments.” *Proceedings of the 17th NTCIR Conference on Evaluation of Information Access Technologies*, 2023. [NTCIR Link]
5. **Sohom Ghosh**, Shovon Sengupta, Sudip Kumar Naskar, and Sunny Kumar Singh. “FinRAD: Financial Readability Assessment Dataset - 13,000+ Definitions of Financial Terms for Measuring Readability.” *Proceedings of*

- the 4th Financial Narrative Processing Workshop (FNP) @ LREC, 2022. [ACL Anthology Link]*
6. **Sohom Ghosh** and Sudip Kumar Naskar. "LIPI at the FinNLP-2022 ERAI Task: Ensembling Sentence Transformers for Assessing Maximum Possible Profit and Loss from Online Financial Posts." *Proceedings of the 4th Workshop on Financial Technology and Natural Language Processing (FinNLP)*, 2022. [ACL Anthology Link]
 7. **Sohom Ghosh** and Sudip Kumar Naskar. "Ranking Environment, Social and Governance Related Concepts and Assessing Sustainability Aspect of Financial Texts." *Proceedings of the 4th Workshop on Financial Technology and Natural Language Processing (FinNLP)*, 2022. [ACL Anthology Link]
 8. **Sohom Ghosh** and Sudip Kumar Naskar. "LIPI at the NTCIR-16 FinNum-3 Task: Ensembling transformer based models to detect in-claim numerals in Financial Conversations." *Proceedings of the 16th NTCIR Conference on Evaluation of Information Access Technologies*, 2022. [NTCIR Link]
 9. Ankush Chopra, **Sohom Ghosh**, and Prateek Nagwanshi. "Data Driven Content Creation using Statistical and Natural Language Processing Techniques for Financial Domain." *Proceedings of the 3rd Financial Narrative Processing Workshop (FNP)*, 2021. [ACL Anthology Link]
 10. Ankush Chopra and **Sohom Ghosh**. "Term Expansion and FinBERT fine-tuning for Hypernym and Synonym Ranking of Financial Terms." *Proceedings of the 3rd Workshop on Financial Technology and Natural Language Processing (FinNLP)*, 2021. [ACL Anthology Link]
 11. **Sohom Ghosh** and Ankush Chopra. "Using Transformer Based Ensemble Learning to Classify Scientific Articles." *Lecture Notes in Computer Science (Trends and Applications in Knowledge Discovery and Data Mining), PAKDD*, 2021. [DOI: 10.1007/978-3-030-75015-2.11]

Patents

1. Ankush Chopra, Debasis Bal, **Sohom Ghosh**. "Automated analysis of customer interaction text to generate customer intent information and hierarchy of customer issues." *US Patent No. 12,033,162*. Granted 2024. [USPTO Link]

Books

1. Rohan Chopra, Aaron M. Godbole, Nipun Sadvilkar, Muzaffar B. Shah, **Sohom Ghosh**, and Dwight Gunning. *The Natural Language Processing Workshop: Confidently Design and Build Your Own NLP Projects with this Easy-to-understand Practical Guide*. Packt Publishing, 2020.
2. **Sohom Ghosh** and Dwight Gunning. *Natural Language Processing Fundamentals*. Packt Publishing, 2019.

Pre-prints

1. **Sohom Ghosh**, Arnab Maji, N Harsha Vardhan, and Sudip Kumar Naskar. "Experimenting with Multi-modal Information to Predict Success of Indian IPOs." *arXiv preprint arXiv:2412.16174*, 2024. [arXiv Link]

ACHIEVEMENTS

Awards

- **Academic:** CODS-COMAD-2023 YRS Honourable Mention
- **Fidelity Investments:** Team Award [2025], Kudos [2024], Eureka Innovation Enablers [2023], On the Spot [2023], Excellence in Action (2X) & You've Earned It (2X Individual, 2X Team), Shout Out [2020, 2021, 2023], Patent Award [2021, 2024]
- **Times Internet:** Rock Star [2018]
- **Hackathons:** Kaggle: Datasets Expert & 7 Bronze, TechGig: CodeGladiators-2018 Finalists, Analytics Vidhya: 4 times in top 25

Travel Grants

- **ARCS-2025** — ACM India Academic Research and Careers for Students Symposium, Coimbatore, India (Feb 2025)
- **PIC-2025** — ACM India Pingala Interactions in Computing, Infosys Mysore Campus, India (Feb 2025)
- **IndoML-2024** — 5th Indian Symposium on Machine Learning, BITS Pilani Goa Campus, India (Dec 2024)
- **CIKM-2024** — 33rd ACM International Conference on Information and Knowledge Management, Boise, Idaho, USA (Oct 2024)
- **CODS-COMAD 2024** — 7th Joint International Conference on Data Science & Management of Data, IIIT Bangalore, India (Jan 2024)

TEACHING & TRAINING EXPERIENCE

Internal Technical Trainer & Speaker
Fidelity Investments

Jun 2020 - Nov 2024
Bengaluru, India

Disseminated knowledge on data science, NLP, and advanced analytics at various internal forums. Conducted sessions for the Collaboration Innovation & Experimentation Track, Data Science Bootcamps, Research Seminars (across India and the US), the BA&R Competency group, and the Writer's Premier League.

Corporate Trainer (Text Analytics & Machine Learning) Jul 2016 - Jan 2017
Fn MathLogic Consulting Services Pvt. Ltd. Gurugram, India
Trained corporate personnel from one of the world's largest consulting firms on applied Text Analytics and Machine Learning techniques utilizing R.

Corporate Trainer (Big Data Analytics) Sep 2015 - Jan 2016
NIVT (Novel R&D India Pvt. Ltd.) Kolkata, India
Taught comprehensive modules and hands-on applications of Big Data Analytics to corporate professionals.

Volunteer Instructor (Computer Applications) Aug 2014 - Jun 2015
Rotaract Club of Heritage Institute of Technology Kolkata, India
Taught foundational Computer Applications to underprivileged students as part of a sustained community outreach and education initiative.

ACADEMIC & PROFESSIONAL SERVICE

Invited Talks & Guest Lectures

- **Yobe State University (Nigeria):** Delivered an online invited talk on Financial Natural Language Processing, supported by a Google ExploreCSR (Google Research) grant *Mar 2024*
- **Brainware University (India):** Delivered an online invited talk on Financial Natural Language Processing at the Faculty Development Programme *Aug 2023*
- **Haldia Institute of Technology (India):** Delivered an online invited talk on Data Visualization at the Annual Refresher Programme *Jan 2023*
- **XIM University (India):** Delivered an online invited talk at the Faculty Development Workshop *Dec 2021*
- **Heritage Institute of Technology (India):** Delivered a technical talk on R programming at a workshop organized by the HIT-K ACM Student Chapter *Aug 2014*

Professional Reviewing Activities

- **Conferences & Workshops:** EMNLP (2023), FinNLP @ LREC-COLING (2024), FinNLP @ IJCNLP-AAACL (2023), FinNLP @ EMNLP (2022), FinArg @ NTCIR-17 (2023), ICON (2023)
- **Journals:** *Social Network Analysis and Mining* (Springer Nature), *Discover Computing / Information Retrieval Journal* (Springer Nature)
- **Book Proposals:** Manning Publications

Mentorship & Institutional Leadership

- **Student Mentorship:** Mentored several undergraduate and postgraduate students, guiding them through technical development and academic research *2022-2025*
- **Volunteer, FidCares:** Participated in community outreach and corporate social responsibility initiatives through Fidelity Investments *Feb 2020 - Mar 2020*
- **Secretary, HIT-K ACM Student Chapter:** Managed chapter operations, organized technical workshops, & promoted computing initiatives at the Heritage Institute of Technology, Kolkata (HIT-K) *2014*

TECHNICAL SKILLS, CERTIFICATIONS & INTERESTS

- **Languages & Libraries :** Core (Python, PyTorch, SQL & Cloud (AWS)), ML (Scikit-learn, Pandas, Numpy, XG-Boost, LightGBM), NLP (NLTK, SpaCy, Transformers, LangChain), UI (Gradio, Streamlit), Spark
- **Algorithms & Concepts:** Regression (Linear/Logistic), Decision Trees, Random Forest, Gradient Boosting Machine, Clustering, PCA, Neural Networks, Deep Learning, Large Language Models, Prompt Engineering, RAG, Fine-tuning
- **Others:** LaTeX, MS Office (Word, Excel, PowerPoint), Confluence, Git, Jira, Kanban, Mural **Expertise:** Natural Language Processing / Understanding / Generation
- **Industries:** Internet, Consulting, Education, FinTech, Consumer Electronics, Financial Services, Technology

- **Relevant Courses:** Technical - Natural Language Processing Specialization (Score >90%), Neural Networks and Deep Learning, Improving Deep Neural Networks: Hyperparameter Tuning, Regularization and Optimization (Score>90%), Prompt Engineering, Large Language Models, Cloud - AWS, Machine Learning Engineering, etc., AI Agents (LangGraph, crewAI); **Soft skills** - Learnship Business English Level 10, Creating Effective Presentations, Creative Thinking; **Research** - Introduction to Research, NPTEL, Score: 87%, **Rank: Top 1%**,
- **Areas of Interest:** Applied NLP, GenAI, ML; **Soft Skills:** Critical thinking, Communication, Problem Solving

EXTRACURRICULAR ACTIVITIES

- Playing **Harmonica** (**Energize Embassy Offices Talent Show: Rank-2@2024, Finalist@2025**)
- Completed 11 **Treks** (received IndiaHikes Green Getter & Trekker for Life Awards)
- **Cycling** Completed 2025 HCL Cyclothon Hyderabad 22 km Amateur MTB race in 59 min 48 sec
- **Running** (Completed 2026 Hyderabad Club Run Half Marathon (21.1 km) in 1 hr 47 min 31 sec)

REFERENCES

Dr. Sudip Kumar Naskar

Associate Professor, Department of Computer Science and Engineering
Jadavpur University

Relationship: PhD Guide, Academic Collaborator and Mentor

Email: sudip.naskar@gmail.com

Dr. Serdar Kadioglu

Group VP of AI at Fidelity Investments & Adjunct Professor at Brown University, USA
Fidelity Investments, Boston, USA

Relationship: Guide, Senior collaborator at Fidelity Investments

Email: serdark@cs.brown.edu

Dr. Chung-Chi Chen

Researcher, Artificial Intelligence Research Center, National Institute of Advanced Industrial Science & Technology, Japan

Relationship: Mentor, Collaborator, and Guide

Email: c.c.chen@acm.org