

Shawheen Ghezavat

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EDUCATION

California Polytechnic State University, San Luis Obispo

Master of Science in Business Analytics

San Luis Obispo, CA

Aug. 2025 – June 2026

California Polytechnic State University, San Luis Obispo

Bachelor of Science in Computer Engineering (Cum. GPA: 3.5/4.0)

San Luis Obispo, CA

Sep. 2021 – June 2025

EXPERIENCE

Data Science Consultant – Fusion Data Intelligence (FDI) Project

Jan 2026 – Present

Oracle

- Lead graduate industry practicum delivering enterprise churn analytics by integrating multi-source customer, usage, and revenue data to identify high-risk accounts and retention opportunities
- Design and evaluate production-grade churn models (tree-based ensembles and modern ML methods), optimizing for high recall and revenue-at-risk to prioritize retention efforts
- Translate predictive insights into executive-ready recommendations that inform retention strategy and product decision-making for Oracle stakeholders

Technical Sales

July 2025 – November 2025

San Luis Obispo, CA

Exclusive Networks

- Deliver product demos and collect user feedback to refine value prop and use cases
- Execute multi-channel outreach to drive sales for key vendors, helping generate 160% more qualified leads
- Manage strategic relationship development and account expansion, facilitating cross-sell/upsell opportunities while strengthening vendor-MSP-customer partnerships

Security Solutions Engineer

May 2024 – June 2025

San Luis Obispo, CA

Exclusive Networks

- Built security assessment tool suite, improving product offering and creating new sales differentiator for over 100,000+ customers worldwide
- Authored detailed user documentation and onboarding processes for internal teams and customers, reducing setup time by over 50% and improving user engagement
- Trained internal teams on product features, improving sales effectiveness and customer outcomes
- Developed and fine-tuned open-source LLMs to automate technical report summarization, improving internal analysis workflows for 100,000+ users
- Facilitated product prioritization sessions with stakeholders, aligning sprint planning with customer feedback and business objectives influencing delivery of 100% of customers' top requests

PROJECTS

CalTrans (CA Dpt. of Transportation) - ML Product Lead | *Python, PyTorch, CNNs (YOLO), React, ExpressJS*

- Designed and fine-tuned a CNN-based object detection model (YOLOv11) in PyTorch, achieving 95% vehicle classification accuracy on curated dataset
- Built automated data preprocessing and labeling pipelines to improve model training efficiency and reliability
- Developed a vector-based traffic flow analysis system to extract directional movement metrics from detection outputs
- Implemented a REST API and real-time analytics dashboard for structured visualization and stakeholder reporting

Self-Improving RAG for Financial QA - Submitted to ICLR 2026 (under review) | *Python, LLMs, RAG*

- Built a multi-agent RAG pipeline with Retrieval, Reasoning, and Judge agents for financial QA
- Implemented numeric validation and confidence-based retry mechanisms to reduce hallucinated outputs and improve reliability in high-stakes analytical workflows
- Designed hybrid retrieval pipeline to improve contextual grounding and ensure traceable, auditable outputs
- Conducted systematic evaluation and documented testing and validation results, quantifying performance improvements (+62% benchmark gain)

Poly Merchant (1st Place in SLO Hacks Hackathon) - Founder | *HTML, CSS, JavaScript, Django, Python*

- Conducted user research through interviews with students and vendors to validate problem scope and define core features
- Recruited and led a multidisciplinary team, aligning technical, design, and business efforts to accelerate MVP delivery
- Led UI/UX design in Figma and developed the frontend, focusing on responsiveness and simplicity

TECHNICAL SKILLS

Languages: Python, Java, C, SQL

Machine Learning: PyTorch, CNNs (YOLO), LLMs, RAG, Hugging Face Transformers, scikit-learn

Frameworks: FastAPI, Flask, Django, LangChain

Databases & Retrieval: ChromaDB

Tools: Jupyter Notebook, NumPy, pandas, Matplotlib, Git, Linux, Docker, AWS