



DEPARTMENT OF STATISTICS  
FACULTY OF MATHEMATICAL SCIENCES  
UNIVERSITY OF DELHI, DELHI-110007



**EMPOWERING WELLNESS AND WEALTH: THE AI  
REVOLUTION IN BANKING AND HEALTH CARE**

**Date: 10<sup>th</sup> March, 2024**

**Location: Webinar**

**ABOUT THE SPEAKER:**

Lokesh Sharma has close to six years of expertise in Advanced Analytics, Data Science, and Risk Management. He currently holds the position of Manager as a Data Scientist at the Reserve Bank of India, and has previously held roles at American Express, United Health Group, and EXL. He possesses a wealth of knowledge in model risk management, marketing analytics, and data science. He has overseen credit risk portfolios for a major U.S. bank and spearheaded the creation of machine learning solutions to enhance customer interaction and streamline communication platforms.

**INTRODUCTION:**

Credence, the Placement Cell of the Department of Statistics at the University of Delhi, recently wrapped up another enlightening session of its flagship series, "Alum Connect" featuring esteemed alumnus Mr. Lokesh Sharma, currently a Data Scientist at RBI. A graduate of the 2016–18 batch, his journey in the field of data science has been nothing short of remarkable, having previously held roles at Optum, American Express, and EXL Services.

Under the theme "Empowering Wellness and Wealth: The AI Revolution in Banking and Health," He delved into various topics, including Machine Learning, AI, software applications in the financial sector at the central level, Clustering Algorithms, NLP, Logistic Regression, Fraud Detection Techniques, and the intersection of AI in the Health sector. Additionally, he provided valuable insights into the RBI Grade B exam, also sharing details about upcoming internship and training programmes tailored for students interested in the field of data science.

**KEY TAKEAWAYS:**

He highlighted the importance of Machine learning, NLP, and AI in Banking and Health Sectors. We got to know that these technologies are vital in finance for risk assessment, algorithmic trading, and personalized services. In healthcare, they aid disease diagnosis, drug discovery, and patient care. These technologies analyze data, predict trends, and improve decision-making, efficiency, and outcomes in both sectors, benefiting stakeholders.

**ENTHUSIASTIC PARTICIPATION:**

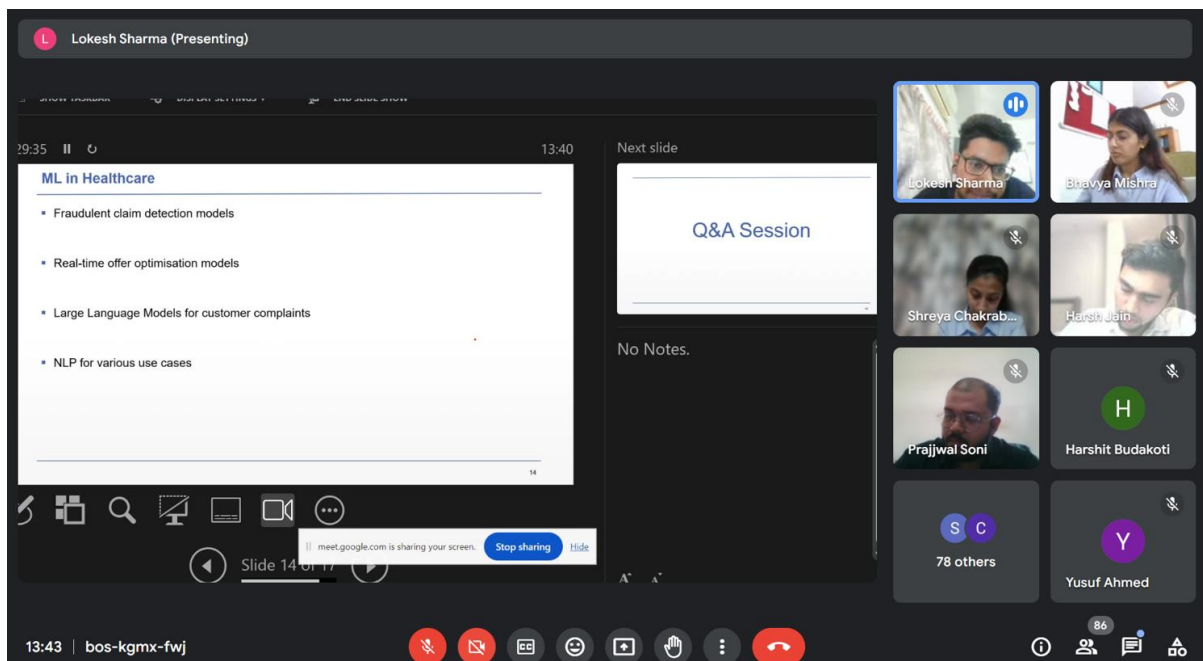
Participants had the opportunity to seek clarification, share their perspectives, and delve deeper into specific aspects of machine learning and deep learning. Mr Sharma inspired and guided our students on their career paths.

### **IMPACT:**

1. Realizing the importance of implementing Machine Learning (ML) and Artificial Intelligence (AI) in banking sector to do customer segregation, detecting fraud, handling customer complains etc.
2. In healthcare, they aid disease diagnosis, drug discovery, and patient care using AI and ML. These technologies analyze data, predict trends, and improve decision-making and efficiency,

### **CONCLUSION:**

The session organized by Credence - The Placement Cell, Department of Statistics at the University of Delhi successfully achieved its objective of providing students with valuable information about AI, ML and NLP and transformations in the field of bank and health using modern technologies.



Lokesh Sharma (Presenting)

SHOW TASKBAR DISPLAY SETTINGS END SLIDE SHOW

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### ML in Banking

- Underwriting Models – MLRM for scorecard Models
- Existing Customer Models – Logistic Regression
- Fraud Detection Models – ML classification problem
- Customer Churn Models – Classification Problem
- Customer Segmentation – Unsupervised Learning (Clustering Algorithm)

Next slide

ML in Healthcare

- Fraudulent claim detection models
- Health care offer optimization models
- Large Language Models for customer complaints
- NLP for patient care notes

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Slide 13 of 17

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Participants: Lokesh Sharma, Harsh Jain, Harshit Budakoti, Swathi, Priya Jain, Bhavya Mishra, Yusuf Ahmed

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Participants:

- Lokesh Sharma
- Karan Sharma
- Vrinda Sharma
- Saanvi Kumar
- Shreya Chakrabarti
- Bhawana Singh
- Bhavya Mishra
- NANDINI KARMA...
- Yusuf Ahmed
- Harsh Jain
- Abhishek Kumar
- Harshit Budakoti
- Swathi
- Priya Jain
- Prajwal Soni
- Cheshta Dhingra
- Himanshu Srivas...
- Vikas Kumar
- SHUBHAM CHAU...
- Riya Malhotra
- Ritam Saha
- Samendra
- Ritika Sundrani
- Ritika Sundrani
- Sneha Barman
- Himanshu Yadav
- Shivam Maurya
- Spandan Bhattach...
- Ashish Kumar S...
- Khushi Bansal
- Vanshika Tiwari
- Princa Tiwari
- Souridya Dey
- kartik pandey
- Yuvraj Singh
- Snehasis Halder
- Agneebha Ghosh
- Sovarka Ranjan B...
- Yash Prasad
- Anushka Bhattach...
- Rishabh Gupta
- KARTHIKEYA PA...
- sruti raj et
- Sibou Pradhan
- Septarshi Nandi
- Anuj Pansay
- Arushi Aggarwal
- Eko Kumari
- 34 others
- Mitushi Midha