

# Dhruv Dhingra

+1 (413)-428-2510 | ddhingra@umass.edu

## PROFESSIONAL SUMMARY

Motivated Student pursuing a Bachelor of Business Administration in Operations and Information Management and Bachelor of Science in Managerial Economics. Passionate and punctual individual focused on teamwork and quality paired with outstanding communication and presentation abilities.

## EDUCATION

University of Massachusetts Amherst, Amherst, MA, May 2026

**B.S:** Managerial Economics | **B.A:** Operations and Information Management | **GPA:** 3.6

**Relevant Coursework:** Business Applications of Python, Machine Learning in Business, AI in Economics, AI in Business, Quality Management, Business Intelligence and Analytics, Decision Analysis, Managerial Economics, Business Communication.

## EXPERIENCE

TransUnion – Business Operations Intern

(June – August 2025)

- Streamlined enhancement ticket backlog in Salesforce by reviewing, prioritizing, and closing outdated items, achieving a 30% reduction and improving visibility for multiple teams.
- Led user access policies review project, auditing over 150 permissions across multiple platforms, documenting current access, and recommend policy updates that improved compliance and reduced excess access.
- Collaborated on D&B account matching initiative, cleaning and standardizing data to improve account mapping accuracy, resulting in more reliable reporting and fewer duplicate accounts in Salesforce.
- Coordinated enablement codes project, tracking distribution, usage, and expiration of codes, ensuring proper provisioning for customer accounts.

Isenberg Insurance Academy – Junior Analyst

(September 2024-Present)

- Producing a Capstone project at the end of the year.
- Learning Python through data camp by completing numerous courses.
- Networking with industry professionals from companies like Liberty Mutual, Travelers, Arbella Insurance, and The Hanover Group.

Hampshire Dining Commons – Waste Reduction Coordinator

(September 2024-September 2025)

- Accurately measuring food being wasted daily in the dining commons via Leanpath.
- Producing detailed weekly and monthly reports and audits on the food being wasted, recommending ways to reduce the waste and identifying the trends in food waste between weeks.
- Teaching the staff to correctly measure food waste and also the importance of logging it in using the Leanpath system.

Konsultera Solutions Pvt Ltd – Summer Intern

(June-August 2024)

- Creating process flows for automation of the process of raising disputes about discrepancies in an individual's credit report.
- Generated a detailed SWOT Analysis for 5 of the leading rivals of Konsultera Solutions.
- Researched different Agent AI teams that could be added to the in-house AI platform that Konsultera uses. Namely: Product Management Team, Customer Onboarding Team and Loan Processing and Credit Scoring Team.

## CERTIFICATIONS

- Accenture - Data Analytics and Visualization Job Simulation
- JP Morgan – Investment Banking Job Simulation
- Data Camp – Introduction to Python, Intermediate Python, Data Manipulation with Pandas, Introduction to Data Visualization with Seaborn, Introduction to Statistics in Python

## SKILLS

- Microsoft: Excel, PowerPoint, Word, Teams, Access, Collab, Outlook
- Coding: SQL, Python, VBA, R, LaTeX
- BI Tools: Alteryx, PowerBI, Tableau, JMP Pro, SAP Analytics Cloud, Excel Analytics Solver
- Languages: English, Hindi, Marathi, Gujrati, Sindhi, Spanish