

DHRUVIN DUNGRANI

Mumbai, India | dhruvindungrani@gmail.com | [Portfolio](#) | [LinkedIn](#) | [GitHub](#)

EDUCATION

School of Business Management, NMIMS, Mumbai, India

July 2025 – April 2027

Master of Business Administration in Business Analytics

D.J. Sanghvi College of Engineering, Mumbai, India

Aug 2019 - May 2023

Bachelor of Technology in Electronics and Telecommunication

(CGPA 9.21/10)

TECHNICAL SKILLS

- **Programming Languages:** Python, MongoDB, SQL
- **Machine Learning:** PyTorch, Tensorflow, Scipy, Streamlit, Keras, OpenCV, scikit-learn
- **Misc.:** Git, Flask, MS Excel, MS PowerPoint, Tableau, PowerBI

PROFESSIONAL EXPERIENCES

ItTechies Services Pvt Ltd, Mumbai, India

June 2023- May 2025

Product Manager

- Implemented **cloud-based HRMS** platform, **automating** payroll, leave, and onboarding workflows, launching a self-service portal, and reducing HR administrative **workload** by **40%**
- Refined IT Service Management (**ITSM**) and IT Asset Management (**ITAM**) workflows, collaborating with stakeholders across HR, IT, and operations, reducing onboarding time by **40%**, lowering helpdesk tickets by **25%**, and improving asset **accuracy** by **35%**
- Built **VBA-based** bulk quotation **automation**, processing **150–200 quotes/day** in under **30 minutes**, reducing errors and escalations
- Ideated and managed **product roadmap** for a mobile CRM application for field engineers, replacing WhatsApp tracking with real-time updates and improving task closure efficiency by **40%**
- Implemented **Freshdesk ticketing** system, reducing resolution time by **20%**, minimizing missed tickets, and increasing customer satisfaction scores

Arthashashtra Fintech Private Limited (ePayLater), Mumbai, India

June 2021- August 2021

Python Developer, Intern

- Performed **Exploratory Data Analysis (EDA)** on structured datasets using **Python (Pandas, NumPy)**, including data cleaning, missing value handling, feature engineering, and statistical summarization to identify patterns and trends.
- Developed interactive **data visualizations** using **Matplotlib** and **Seaborn** to illustrate KPIs, correlations, and performance metrics, enabling stakeholders to quickly interpret analytical insights and make data-driven decisions.

CORPORATE PROJECTS

Outamation — AI – Powered Documents Insights and Data Extraction Extern

- Engineered full-stack **RAG pipeline** in Python with **LlamaIndex** and **Mistral-7B**, using an **OCR** module (Tesseract, OpenCV), integrating PDF parsing, chunking, embeddings, retrieval, and generation for conversational Q&A on **mortgage** documents
- Implemented **OCR** and intelligent document **segmentation**, benchmarking multiple **OCR/embedding** models and optimizing retrieval with query expansion and reranking to improve accuracy and relevance and deployed a functional chatbot using **Gradio**

Amazon — Operational Strategy & People Analytics Extern

- Applied **thematic** coding and **sentiment** scoring to **500+** unstructured employee feedback entries, quantifying **attrition drivers**, productivity bottlenecks, and role-specific challenges
- Built **segmented cohort profiles** with **weighted retention** and engagement metrics, translating insights into operational intervention **roadmaps** and stakeholder-ready decks

Breaking Games — Price Modelling & Strategy Consulting Extern

- Modeled Price Elasticity of Demand (**PED**) and Expected Total Profit (**ETP**) across 4 flagship SKUs, identifying optimal price points that projected **27–32%** revenue uplift and **35–39%** margin growth
- Recommended targeted pricing strategies based on analysis of **120+** customer surveys and **price elasticity**, resulting in **optimized pricing models** across product lines and potential revenue growth

IgniteXL Ventures — Startup Analysis Extern

- Evaluated **Popularium** using AI-powered market research with TAM–SAM–SOM sizing, CAC modeling, and competitive **moat** assessment
- Delivered **due diligence** reports and **synergy** analyses for **Popularium**, highlighting market positioning, **user acquisition cost projections**, and long-term monetization potential, enabling feasibility decision

ACADEMIC PROJECTS AND PUBLICATIONS

Detection and Classification of Diabetic Retinopathy using Deep Learning [Tensorflow, Keras, OpenCV] [[Paper](#)]

April 2023

- Engineered an end-to-end automated DR screening system using **U-Net++** for **retinal vessel segmentation** (94.46% accuracy, IOU 60.79%) and **VGG16-based CNN** for severity classification, achieving **91.72% test accuracy**
- Built a **full-stack web platform** for report generation & doctor consultation, integrating multi-source retinal image datasets (DRIVE, STARE, 200+ clinical images), advanced **preprocessing** (CLAHE, gamma correction), and custom **augmentation** to address dataset imbalance

Smart Posture Corrector [Arduino, Python, JavaScript, HTML/CSS, ML] [[Paper](#)]

March 2022

- Engineered a posture correction system using **Arduino**, **flex sensor**, and **buzzer**, integrated with a responsive web interface and Python-based **logistic regression** model (87% accuracy) for real-time posture analytics and alerting

COVID-19 Contactless Delivery System [IoT, HTML/CSS] [[Paper](#)]

March 2021

- Designed and implemented an **IoT-enabled** delivery container using **NodeMCU ESP8266**, **SG90 Micro Servo**, and solenoid locking mechanism, achieving secure, remote door control via a web-based interface for groceries, food, and essentials

POSITION OF RESPONSIBILITIES

Junior Member, International Business Committee (NMIMS, Mumbai)

June 2025 - Present

- Researched **global business** trends and **authored** articles for IBC's newsletter, **Samanvaya**
- Secured corporate **sponsorship** worth **₹60000** for the college event, **Parichay**