

DIVYA SHARMA

+1 (919) 225 3077 | divya.sharma@duke.edu | LinkedIn: [DivyaSharma0795](#) | Github: [DivyaSharma0795](#) | Leetcode: [DivyaSharma0795](#)

Data science professional with 6 years of analytics experience, leveraging ML and AI to solve business challenges, seeking a data scientist role after graduation to drive data-driven innovation

EDUCATION

Duke University | *Master of Science in Interdisciplinary Data Science; GPA: 3.8/4.0* *Aug 2023 - May 2025*

Relevant Courses: Natural Language Processing, Statistical Modeling, Data Engineering, Principles of ML, Practical Data Science

SRM University | *Bachelor of Technology in Computer Science Engineering; GPA: 8.9/10* *Jul 2013 - May 2017*

Relevant Courses: Data Structures and Algorithm Design, Object Oriented Programming, Database Management Systems

SKILLS

- **Languages and Tools:** Python (pandas, scikit-learn, NLTK, NumPy, Matplotlib), SQL, R, Jupyter, Tableau, Microsoft Excel, GitHub, Powerquery, Hadoop, C, C++
- **Machine Learning & Cloud:** NLP, Tensorflow, PyTorch, Docker, CI/CD, Azure
- **Professional Skills:** Data Analytics, Predictive Modeling, Data Visualization, Machine Learning, Business Analysis, Big Data, Statistics, A/B Testing, Data Reporting

WORK EXPERIENCE

Citizens | *Data Science Intern* *Jun 2024 – Aug 2024*

- Collaborated with a 9-intern team project on automating credit card management; built a ground up 3-month response forecast tool for Balance Transfer Programs, saving ~600 hours annually
- Developed a proof of concept for enhanced fraud authentication rules for 3 key products, including feedback loops and refined roles, potentially saving \$4M annually

Amazon | *Business Analyst* *Nov 2020 - Jun 2023*

- Collaborated with the Retail Loss Prevention Team to identify and reduce fraud, network abuse, and operational losses across key retail performance indicators accounting for 4% of Amazon India's revenue
- Deployed automated business reports utilizing Excel PowerPivot and Datanet ETL to monitor key expense indicators, enabling leadership to identify over \$10M in potential cost reductions and meet financial targets
- Established foundational financial reporting infrastructure, processes, and analytics for the launch and rapid national expansion of Amazon India's grocery e-commerce business, Amazon Fresh
- Streamlined reporting for 7+ teams by developing a centralized dashboard that tracked end-to-end efficiency metrics for fulfillment centers, reducing redundant report generation and validation time by 60%

Mu Sigma Inc. | *Decision Scientist* *Aug 2017 - Nov 2020*

- Facilitated the integration of sales teams post-merger through performance assessment, data normalization, optimized territory design, and tailored field strategies, enabling 18% reduction in sales operation costs
- Optimized sales territories by engineering an algorithm to generate geographically contiguous zones from zip level with comparable revenue and opportunity, reducing variance in territory performance metrics from 56% to 8%
- Built a model to predict a Financial Adviser's propensity to redeem a fund, enabling the sales team to prioritize clients and mitigate the risk of redemption, thereby saving 60MM USD annually
- Engineered a complex dataset combining data hosted in multiple platforms, aiding in creating personalized contact strategies, increasing the overall sale conversion rates by 13%
- Developed a look-alike model with Decision Trees to identify data driven behavioral triggers that led to an online insurance quote, facilitating in optimizing lead acquisition costs by 15%
- Created a classification model with CART Techniques to predict Planned vs Unplanned Sales by customers for a Home Retailer, reducing inventory waste by 13% and improving inventory turnover by 18%

ACADEMIC PROJECTS

- **Sentiment Analysis of Apple Vision Pro Tweets (NLP, Generative AI, Model Comparison)** - [Github Link](#) *Mar 2024*
Trained and evaluated four NLP models (TextBlob, VADER, DistilBERT, RoBERTa) on 26,000+ scraped pre- and post-launch tweets, using generative AI for testing data; published dataset on [Hugging Face](#)
- **Twitter Abuse Detection (NLP, Sentiment Analysis, Data Augmentation, Neural Networks)** - [Github Link](#) *Dec 2023*
Trained generative Naïve Bayes and discriminative LSTM models to classify offensive tweets with 82% accuracy using real and synthetic data, enabling healthier social media interactions
- **Stock Analysis (Cloud Computing, Azure, Docker, PySpark)** - [Github Link](#) *Dec 2023*
Deployed a data-driven web app providing customizable, real-time financial analytics & historical stock trends for 20 companies integrating PySpark, Docker, and Azure Delta Lake