

NIYATI TRIVEDI

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EDUCATION

Pace University, Seidenberg School of Computer Science and Information Systems

New York, NY

Master of Science (MS) in Computer Science | Concentration: Python Programming & Artificial Intelligence

May 2024

Pandit Deendayal Petroleum University, India

India

Master of Engineering (ME) in Electrical Engineering | Concentration: MATLAB Programming & Control System

May 2019

TECHNICAL SKILLS

Languages: Python, Java, JavaScript, SQL, JavaScript, HTML, CSS, Spring Boot, SQL,

Tools/Platforms: Git, GitHub, Visual Studio Code, Jupiter Notebook, Pandas, NumPy

Methodologies: Data Mining, Machine Learning, OpenAI, Gemini, Generative AI, Chat GPT4

PROFESSIONAL EXPERIENCE

GAO Tek Inc., New York,

Technical Support Intern

August 2023 - November 2023

- Troubleshoot network, hardware, and software issues, increasing issue resolution by 80%.
- Documented comprehensive troubleshooting and resolution steps utilizing the ITSM tool, Fresh Service, maintaining meticulous records to facilitate knowledge sharing and future incident management efficiency.
- Actively participated in IT projects and facility infrastructure upgrades, contributing insights and technical expertise to drive successful implementation and optimization of systems and processes.

OMEGA Elevator, India

Technical Support Representative

May 2019 – August 2022

- Implemented remote monitoring, developed guides, conducted training, led process improvements, received recognition, facilitated collaboration, achieved certifications, enhancing support and satisfaction at Omega Elevator.
- Supported end-user activities and administered workstations using remote connection software, delivering prompt and effective assistance to enhance user productivity and satisfaction.
- Investigated user problems, identified root causes, and implemented solutions, demonstrating analytical prowess and innovative problem-solving skills to address complex technical challenges and minimize downtime.

ACADEMIC PROJECTS

Bargain Hunters

January 2024 – Present

- Pioneered 'Bargain Hunter,' a platform revolutionizing second-hand trade and student lodging, leading to a 35% surge in student financial gains.
- Engineered a Jenkins and AWS collaborative environment on GitHub, streamlining deployments using LLM models like OpenAI, cutting errors by 30%, and enhancing system reliability.
- User-friendly features for browsing and listing items were implemented, complemented by collaborative efforts with stakeholders to enhance usability and functionality, ensuring an optimal experience for the target audience.

Customer Churn Prediction Model

March 2023 – April 2023

- Built a machine learning model in Python to predict customer churn using Gradient Boosting.
- Achieved 100% accuracy in identifying customers at risk of churn.

Software Design for Warehouse Management System

November 2022 – December 2022

- Software designed to optimize operational processes in a warehouse 100%.
- Detect full visibility into real-time inventory levels and order fulfillment workflows within a warehouse.

VIRTUAL WORK SIMULATIONS

Verizon, Cloud Platform Virtual Work Simulation the Forge

Technical Support Fundamentals Certification, Coursera

AWS Cloud Practitioner Essentials, AWS