

Shivam Sharma

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4313 Knox Road, College Park, MD

EDUCATION

University of Maryland, Robert H. Smith School of Business

College Park, MD, USA

Master of Information Systems

Aug2023–Dec2024

• Database Management Systems, Data processing and analysis in python, Data models and Decisions Using R, Managing Digital Business Markets, Project Management, Blockchain technology, Big data and cloud computing.

• **Fellowship:** Centre for Social Value Creation Impact Consulting Fellow (ICF)

Oct2023–Dec2024

University of Pune

Pune, MH, India

Bachelor of Engineering, Electronics and Telecommunications, GPA: 3.1

Jul 2015–Jul 2019

• Object Oriented programming, Data Analysis Capstone Project, Linear Algebra, Statistics and Probability.

TECHNICAL SKILLS

Programming Languages: Python, JavaScript, HTML-CSS, R, SQL, NoSQL and PLSQL.

Software/Technology: ServiceNow, AWS, GCP, ETL, ITSM, CRM, Agile Methodology, Problem Solving, Tableau, PowerBI, MongoDB, Natural Language Processing, LLM, Predictive Analysis, Linear and Nonlinear regression, Hypothesis testing, TensorFlow, PySpark, Spark, Hive, Pig, JSON, MS SQL Server, PostgreSQL, Lucid Chart, Advanced Excel and R studios.

WORK EXPERIENCE

Accenture Technology

Pune, MH, India

Application Development Associate

Nov 2021–Aug 2023

• Analysed the existing incident management workflow to identify 15 bottlenecks in workflow performance causing 20% delays in ticket retrieval and updates.

• Implemented optimized database schema, indexing strategies to reducing system slowdowns during peak usage by 30%.

• Enhanced database management, resulting in a 60% reduction in ticket retrieval and update times, leading to faster incident resolution and improved user satisfaction.

Infosys Limited

Pune, MH, India

Systems Engineer

Aug 2020–Mar2021

• Redesigned a legacy database system, optimizing performance by 45% through PL/SQL fine-tuning, reducing query response time from 12 to 6 seconds.

• Implemented database security protocols, reducing potential vulnerabilities by 60% and enhancing system robustness in a highly regulated environment.

PROJECT EXPERIENCE

Smart Voting Machine using IOT.

• Led a team of 3 to develop an IoT-based voting machine prototype, reducing authentication issues by 90%.

• Spearheaded the creation of a highly responsive database and software system, maintaining a remarkable response time of <2 seconds, boosting efficiency by 40%.

• Conducted in-depth voters analysis using Python and data analysis libraries like NumPy and Pandas, extracting valuable insights for data-driven decision-making.

Analysing Market Sentiment through Natural Language Processing: Insights from Financial News Headlines.

• Employed Natural Language Processing techniques to analyze over 1000 financial news headlines for Facebook (FB) and Tesla (TSLA) stocks.

• Delivered real-time predictions derived from the analysis, significantly impacting investor decision-making.

• Contributed to a 20% increase in successful investments based on the insights provided.

Predicting Hospital Readmission for Diabetic Patients Using PySpark

• Tasked with analyzing a dataset of over 120,000 rows and 50+ columns to predict hospital readmissions for diabetic patients using PySpark

• Implemented machine learning algorithms including Logistic Regression, Decision Tree, Random Forest, and XGBoost within PySpark for data analysis and modeling.

• Achieved a predictive accuracy of 90%, significantly enhancing the capability to identify patients at high risk of readmission and facilitating targeted interventions.

DISTINCTIONS

• Demonstrated project management skills while overseeing international projects in Europe and Asia as a part of Accenture Technology India team and ServiceNow Certified System Administrator (CSA) certification.