

Shreyansh Misra

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EDUCATION

- **University of Massachusetts, Amherst** Amherst, MA
Bachelor of Science, Informatics (Data Science concentraion) May 2026
 - **Coursework:** Artificial Intelligence, Machine Learning, Databases, Computer Systems, Human-Computer Interaction, Data Analytics with Python, Business Intelligence & Analytics, Big Data Modelling, Statistics.

EXPERIENCE

- **Siemens Digital Industries** Boston, MA
Customer Success Intern May 2025 - August 2025
 - Created a professional services dashboard integrating Wrike API and Salesforce pipeline data to predict staffing gaps and enable proactive hiring, projected to cut contractor costs by 15%.
 - Designed and deployed proof-of-concept ETL workflows and machine learning models in RapidMiner for customer demonstrations, supporting pre-sales initiatives.
 - Authored customer-facing articles on Knowledge Graphs for the GraphStudio knowledge base, covering data ingestion, REST API workflows, troubleshooting, and SPARQL queries.
- **Altair (acquired by Siemens)** Chelmsford, MA
Customer Success Intern May 2024 - April 2025
 - Built a customer health dashboard monitoring 16,000+ enterprise accounts, using a real-time data pipeline (from Salesforce, ServiceNow, HubSpot APIs) to identify friction points in customer experience.
 - Developed a churn prediction model in Python (scikit-learn, scikit-survival) analyzing user behaviour to identify accounts at risk of turnover.
 - Conducted customer feedback calls, updated journey timelines in Wrike, and recommended product and support enhancements to improve customer experience.
- **BUILD UMass (buildumass.com)** Amherst, MA
Project Lead & Treasurer Feb. 2024 - Present
 - Delivered a natural disaster response coordination app in iOS and Android through a pro-bono collaboration with the National Center for Technology and Dispute Resolution.
 - Managed an Agile team of 8 developers and 2 PMs, leading code reviews using GitHub, tracking issues with Jira, and overseeing QA testing.

PROJECTS

- **AutoDocs LLM** — Python (OpenAI API, NLTK, Scikit-learn, pandas, seaborn), TypeScript, Tailwind CSS, Next.js
 - Developed a Code Documentation LLM that parses a code-base and generates technical documentation for it.
 - Cleaned a 180k+ row dataset, engineered API prompts, and fine-tuned the model using AI-feedback and feature-based metrics, achieving a 93% accuracy score.
 - 200+ API calls in its first month. Deployed with Vercel at autodocsapi.vercel.app/.

SKILLS

- **Languages:** Python, R, SQL, TypeScript, JavaScript, SPARQL, Java, C/C++.
- **Tools:** Git, Tableau, Power BI, Excel, Jira, Confluence, Postman, RapidMiner, ArcGIS, Figma, Sketch.
- **Interests:** NLP, Deep Learning, Semantic Technologies, Knowledge Graphs, Data Visualization.