Srishti Agrawal

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CAREER OBJECTIVE: Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

EDUCATIONAL QUALIFICATIONS:

Qualification	Year	Institution	Percentage
B.Tech (CSE)	2022	Dr. A.P.J. Abdul Kalam Technical University	93.7%

TECHNICAL SKILLS:

- **WEB SKILLS:** MySQL, ReactJS, Redux, React-Router framework
- **LANGUAGES:** Python, Java, C++, NLP using spaCy, NLP using Python
- **TOOLS:** Google DialogFlow CX, Git

WORK EXPERIENCE:

Software Developer Engineer - Tata Consultancy Services (June 2022- Present)

- **FinBot (Oct 2023-Jan 2024)**

  ◦ Spearheaded the development of a sophisticated finance chatbot tailored for Walmart users, aimed at providing convenient access to comprehensive financial reports and queries.

  ◦ **Key Technologies and Techniques Utilized:** Proficient in Python for backend development, data processing, and NLP integration (spaCy, fastText) in a chatbot. Implemented advanced parsing algorithms for extracting relevant information from user queries.

  ◦ **User-Friendly Interface:** Developed a seamless and user-friendly interface using ReactJS, ensuring an optimal user experience in accessing financial reports and insights.

  ◦ **Project Significance:** Addressed user needs by providing a convenient and efficient means for Walmart users to access financial information through natural language interactions. Contributed to the enhancement of customer engagement and satisfaction by delivering a cutting-edge finance chatbot solution.

- **Contact Center Migration (Aug 2022-Aug 2023)**

  ◦ **Migration Leadership:** Led the seamless migration of Walmart's Avaya-based contact center to a user-friendly interface, integrating Dialogflow for speech-based interactions. Eliminated wait times through efficient call transfers and natural language query resolutions, substantially improving the overall customer experience.

  ◦ **Trailblazing Dialogflow Mastery:** Championed Dialogflow expertise by creating three innovative speech flows, establishing the team as pioneers in adopting cutting-edge technolo-

gies. Led the initial exploration of Dialogflow, showcasing proactive problem-solving and leadership in technology adoption.

- ◦ **Automation and Problem-Solving:** Demonstrated automation expertise in navigating Avaya's logic migration, strategically expediting project timelines and ensuring a smooth transition. Applied problem-solving mastery in addressing challenges, particularly in the reverse engineering of existing processes.
- ◦ **Collaborative Excellence with Google**: Engaged proactively with the Google team, addressing Dialogflow bugs and proposing efficient ideas for streamlined flow development. Successfully completed the entire project lifecycle, covering reverse engineering, design, development, and testing, achieving an impressive customer satisfaction rate of 91.43%.
- ◦ Overall, showcased a strong combination of technical expertise, leadership, and efficient collaboration in delivering a successful and innovative contact center migration for Walmart.

PERSONAL PROJECT:

dream2success (June 2021- Jan 2022)

- Led the development of an innovative HR automation system with a focus on user-friendly interfaces. Proficient in front-end technologies, database management, and server-side scripting, actively contributing to system functionality and innovation.
- Designed and implemented both User and Admin Dashboard Panels, ensuring an intuitive user experience. Key role in establishing server infrastructure, implementing security protocols, and incorporating essential login-logout features. Significantly contributed to database connectivity, enhancing effective management of HR-related data.
- **Technology Stack:** Proficiently crafted responsive dashboards using HTML, CSS, and JavaScript. Implemented secure MySQL database management for efficient data storage. Utilized PHP for seamless front-end and back-end communication.

ACHIEVEMENTS:

- **Star Team and On The Spot Team Award:** Played a pivotal role in the success of the team, contributing significantly to the accomplishment of the Contact Center Migration project.
- **CodeQuotient SuperCoder's Challenge:** Demonstrated coding excellence by successfully cracking the CodeQuotient SuperCoder's Challenge, showcasing problem-solving and algorithmic skills.
- **TCS Codevita Season-9:** Achieved an outstanding All India Rank of 1297 in Round-2 and 931 in Round-1 of the prestigious TCS Codevita Season-9 competition, showcasing proficiency in competitive coding.
- **Best Project Winner:** Secured 1st Prize in the Summer Training Competition 2019, competing against 1200+ participants. Developed the award-winning project, "Electronic Items Price Calculator," utilizing Core Java to demonstrate programming expertise and innovation.

PERSONAL DETAILS:

- **Father's Name**   : Rajesh Kumar Agrawal
- **Date of Birth**   : 16th March 2001
- **Languages Known** : English & Hindi
- **Hobbies**   : Crafting, Drawing, Sketching, Chess, Badminton
- **Address**   : 98, Maharaha Road, Bindki, Fatehpur, Uttar Pradesh