

DIVYA DILIPKUMAR AGRAWAL

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PROFESSIONAL SUMMARY

Product & Program Management professional with 5.5 years of experience leading cross-functional teams and delivering data-driven solutions at Accenture. Recent MS in Information Management (University of Washington, 4.0 GPA) specializing in AI Product Strategy and Responsible Governance. Proven track record of managing \$500K+ budgets, leading 17-member global teams, and delivering complex projects 25% ahead of schedule.

CORE COMPETENCIES

- **Product & Program Leadership:** MVP Definition, PRDs, Problem-Solution Fit, Agile, Jira, Azure DevOps, Sprint Planning.
- **Stakeholder Engagement:** Cross-Functional Coordination, Executive Reporting, Change Management, Scope Definition.
- **Data & BI Technologies:** SQL, Snowflake, Python, Power BI, Tableau, ETL/ELT, KPI Dashboards, ROI Analysis.
- **AI Strategy & Governance:** Risk Mitigation, Bias Audits, RLHF, Compliance (GDPR, HIPAA), AI Ethics, Prompt Engineering.
- **Business Strategy:** Risk Analysis, Benefit-Cost Ratio, NPV, Break-even Point, Financial Modeling.

PROFESSIONAL EXPERIENCE

Accenture | Senior Project & Product Lead | 06/2021 – 01/2023

- **Led large-scale product lifecycles** from discovery to launch, managing 17-member cross-functional teams across global regions to ensure delivery.
- **Optimized operations by 30%**, improving delivery speeds through strategic process automation and workflow redesign.
- **Increased executive visibility by 40%** by developing data-driven BI dashboards (Power BI, Tableau) for \$50M+ initiatives.
- **Directed resource allocation and project plans**, ensuring alignment with business analysts and development teams.
- **Managed high-performance teams**, resulting in the promotion of 5 FTEs; recognized with Global **"Best People"** and **"Team Lead"** awards.

Accenture | Software & Business Analyst | 09/2017 – 05/2021

- **Managed project budgets and workflows** for web-based insurance platforms, ensuring seamless coordination with finance teams.
- **Drove a 20% increase in client profitability** by designing strategic pricing models through fintech-based refinements.
- **Accelerated software release efficiency** by automating regression testing (Selenium), decreasing testing cycles by 50%.
- **Ranked in Accenture's "Top 20 Great Performers of the Year"** and received the ACE and Solitaire awards for excellence.

KEY PROJECTS & RESEARCH (UW)

- **AI Strategy & Foundations:** Designed hybrid AI systems; audited LLM deployment risks (GPT-4V/Gemini) and applied RLHF/bias mitigation to enhance transparency and governance across enterprise AI use cases.
- **BI & Data Architecture:** Architected Snowflake ETL pipelines using star/snowflake schemas; delivered executive-ready Tableau visuals and documented schema logic for scalable analytics workflows.
- **AI-Powered Recruitment Bias Detection:** Developed R-based fairness audit models using regression and classification to identify success predictors and reduce recruitment bias for HR stakeholders.
- **Workplace Technology Overuse Study:** Led thematic analysis of digital fatigue using Microsoft Copilot and survey data to support corporate wellness and productivity initiatives.

EDUCATION & CERTIFICATIONS

- **Master of Science in Information Management** | University of Washington | **GPA: 4.0/4.0** | 12/2025
- **Bachelor of Engineering** | Mumbai University, India | **GPA: 3.4/4.0** | 06/2017
- **Certifications:** Google Project Management Professional, Microsoft Azure Cloud Fundamentals.