DIVYA DILIPKUMAR AGRAWAL

425-830-9110 | dagrawal429@gmail.com | Divya - LinkedIn Profile | Seattle, WA| Portfolio

PROFESSIONAL SUMMARY

Product and BI professional with 5+ years of experience delivering data-driven solutions through consulting, operations, and technology. I completed MS in Information Management at University of Washington, focused on product strategy, financial modeling, and responsible AI. Known for combining analytical rigor with cross-functional leadership to drive measurable business impact.

SKILLS

Product & Program Leadership	MVP Definition, Product Requirement Documents (PRDs), Problem-Solution Fit, Porter's Five Forces, Agile, Waterfall, Jira, Azure DevOps, MS Project, Smartsheet, Sprint Planning
Stakeholder Engagement	Cross-Functional Coordination, Executive Reporting, Change Management, Scope Definition
Risk Mitigation & Governance	Risk Analysis, Compliance Standards, Quality Assurance, Benefit-Cost Ratio, NPV, Break-even Point
Data & BI Technologies	Power BI, Tableau, SQL, Snowflake, Python, Microsoft Excel, ROI Analysis, Forecast Modeling, ETL/ELT, KPI Dashboards, Schema Design, Forecasting, Data Storytelling
Responsible AI & Governance	Risk Mitigation, Bias Audits, Transparency, RLHF, Compliance (GDPR, HIPAA), AI Ethics
Documentation & Reporting	Roadmaps, Project Charters, Schedules, SOP Creation, MS Office Suite, Copilot, ChatGPT, Gemini (for documentation, workflow analysis, and insight generation)

PROFESSIONAL EXPERIENCE

Senior Software Analyst | Accenture, India | 06/2021 – 01/2023

- Led large-scale product lifecycle, managing 17-member teams across global regions.

- Optimized operations, reducing inefficiencies by 30%, improving delivery speeds through automation.

- Developed data-driven dashboards (Power BI, Tableau), increasing executive visibility by 40%.

Software and Associate Software Analyst | Accenture, India | 09/2017 – 05/2021

- Managed project budgets, workflows, and execution, ensuring seamless coordination with engineering, finance, and operations teams.

- Automated regression testing (Selenium), decreasing testing time by 50% and improving efficiency.

- Designed strategic pricing models, driving a 20% increase in client profitability through fintech-based refinements.

EDUCATION

Master of Science in Information Management, University of Washington, 4/4 GPA | **01/2025 – 12/2025**
Bachelor of Engineering, Mumbai University, 3.4/4 GPA | **08/2013 – 06/2017**

CERTIFICATIONS & TRAINING

- Google Project Management Professional Certificate   **08/2023**
- Microsoft Azure Cloud Fundamentals   **05/2024**

PROJECTS & RESEARCH   01/2025 – 11/2025

AI Foundations – University of Washington
Designed hybrid AI systems combining symbolic reasoning and generative models for healthcare, finance, and customer service. Conducted audits for LLM deployment risks, built multimodal strategies for Amazon, and evaluated GPT-4V/Gemini for support workflows. Applied RLHF, prompt engineering, and bias mitigation to enhance transparency, empathy, and governance across AI use cases.

Business Intelligence & Data Architecture – Snowflake & Tableau
Built BI pipelines using Snowflake with staging, dimension, and fact tables in star/snowflake schema. Loaded and transformed retail sales data using SQL, then analyzed trends and performance with Tableau dashboards. Delivered executive-ready visuals and documented schema logic for scalable, reusable analytics workflows.

AI-Powered Recruitment Bias Detection – R & Excel
Developed fairness audit models using regression and classification techniques to evaluate hiring decisions. Identified key predictors of candidate success and optimized evaluation criteria to reduce bias and improve transparency.

Workplace Technology Overuse Study – Copilot & Power BI
Led thematic analysis of digital fatigue using AI tools and survey data. Delivered strategic insights and visualizations to support corporate productivity and wellness initiatives.