# Devpriya Shivani

## Software Developer

(+91) 7011173826
dpshiv12@gmail.com

DLF Phase-3, Gurugram,
Haryana - 122002
https://www.linkedin.com/in/dpshivani/

## SKILLS

Python | Django | FastAPI | Javascript | PostgreSQL | OOPs | NLP | LLMs | OpenAI | Gen AI | Prompt Engineering |
Documentation | Elasticsearch | Data Analysis | Debugging | Troubleshooting | API Integration | RESTful APIs | HTML/CSS |
Jira | Agile Methodology | Git | Version Control | Linux | Windows

## SUMMARY

Experienced Software Developer specializing in user engagement through enhanced dashboards and efficient chatbot-based
support. Proficient in backend development, data management, and computer vision, with a B.Tech in Computer Science.

## EXPERIENCE

**Senior Associate - RNA | WNS Global Services,** *Gurugram*

JULY 2023 - PRESENT

- Implemented an ai-enabled chatbot customer service assistance via prompt engineering and NLP techniques, harnessing
  the capabilities of GPT-3.5-Turbo from OpenAI and LLM technology. Developed a highly responsive backend infrastructure
  using FastAPI to efficiently deliver customer support services, showcasing proficiency in GEN AI technologies.
- Collaborated seamlessly with cross-functional teams to conceptualize and integrate innovative solutions, significantly
  improving customer interactions and optimizing support processes.

**Software Developer | Contify,** *Gurugram*

MARCH 2022 - JULY 2023

- Enhanced user engagement with dashboards by 20% through the creation of customized filter widgets such as All Updates
  and Key Updates. Consolidated competitor data on a single screen, saving analysts' time and improving data accessibility.
- Optimized the bulk data download process by addressing Time Out Errors when downloading large Excel datasets.
  Implemented an asynchronous cron job, resulting in seamless processing of over 2000 records.

**Software Engineer | RARR Technologies,** *Faridabad*

OCTOBER 2019 - SEPTEMBER 2020

- Developed the backend functionality of a Bank Statement Analyzer (Perfios clone) by extracting and storing data from PDF
  bank statements. This streamlined financial analysis for multiple banks and contributed to efficient data management.
- Successfully built a proof of concept (POC) for facial recognition within a month using openCV. Demonstrated strong
  problem-solving skills and technical expertise in computer vision.

**Student Trainee | DRDO,** *Delhi*

SUMMER 2019

- Designed the database architecture and implemented an employee management system using MySQL and Java MVC. This
  system enabled efficient storage and retrieval of company-specific data, contributing to streamlined operations.

## EDUCATION

**B.Tech in Computer Science and Engineering | MVN University,** *Palwal*

JULY 2016 - MAY 2020

- Coursework in Data Structure and Algorithm, Networking, Compiler Design, Operating Systems, DBMS, AI/ML
- CGPA: 9.12

## CERTIFICATIONS

- Big Data Foundation - Level 1: https://credly.com/badges/e4dbd817-8d7f-4238-ae70-7bd6d6b3e8c1
- Build your Own Chatbot - Level 1: https://credly.com/badges/7a87e67a-55e4-44a1-9b5a-671e245161e8
- Docker Essentials: A Developer Introduction: https://credly.com/badges/c54fc871-94f4-4de9-bf02-3191a277dc88

## ACCOMPLISHMENTS

**Excellence Award:** Received at RARR Technologies for dedication and innovative contribution towards the completion of the
'SmartDetect' project.