

# DIVI TEJO KASHYAP

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## WORK EXPERIENCE

### Deloitte Consulting India Pvt Ltd

Hyderabad, Telangana, India

#### Analyst

- Leveraged Java, Spring framework, HTML, CSS, and Bootstrap to develop a cutting-edge ecommerce website, enhancing business performance with a 40% increase in user engagement and a 20% decrease in bounce rate.
- Conducted market trend analysis to guide the development of an innovative user authentication system and product catalog management feature, reducing cart abandonment rates by 50% and improving conversion rates.
- Implemented advanced data transcribing techniques and query optimization on MySQL databases, achieving a 40% decrease in data retrieval time and enhancing business system performance.

### Amazon

Hyderabad, Telangana, India

#### Customer Service Associate

- Delivered exceptional customer support by resolving 95% of inquiries on the first call, enhancing customer satisfaction scores by 20% and reducing average handling time to under 3 minutes.
- Facilitated escalated manager-level resolutions by actively engaging in over 100 high-priority calls monthly, resulting in a 30% decrease in overall resolution time for complex issues.
- Achieved promotion to DART specialist within six months, streamlining processes that allowed for the independent resolution of manager-level concerns, contributing to a reduction in customer escalations by 45%.

## EDUCATION

### New York University, Tandon School of Engineering

Brooklyn, New York City

#### MS Computer Science

### SRM Institute of Science and Technology

Chennai, Tamil Nadu, India

#### B.Tech, Electrical and Electronics Engineering

## PROJECT EXPERIENCE

### Portfolio Projects

Brooklyn, New York City

#### Air Quality Index Forecasting

- Conducted thorough data controlling, including cleaning and normalization, to ensure accurate air quality forecasting using diverse algorithms such as Random Forest (RF), Support Vector Machine (SVM), and Long Short-Term Memory (LSTM).
- Implemented RF and SVM algorithms to predict air quality levels with high accuracy, achieving a low RMSE of 5%, MAPE of 7%, and R2 score of 0.85.
- Utilized LSTM algorithm to capture complex temporal patterns in air quality dynamics, resulting in improved forecasting precision and enhanced model interpretation for stakeholders.

#### Brain Tumor Detection using MRI Images

- Developed and deployed advanced machine learning models utilizing Scikit-Learn, leading to a 40% increase in detection accuracy for brain tumors in MRI images across a dataset of over 10,000 scans.
- Generated comprehensive data visualizations that enhanced the understanding of model performance, resulting in a 30% reduction in evaluation time and a significant improvement in stakeholder decision-making processes.
- Evaluated and refined predictive models for classification tasks, achieving an impressive 85% precision rate while processing diverse patient data sets comprising more than 500 unique cases.

## SKILLS & INTERESTS

Python, Pandas, Numpy, Scikit-learn, Hugging Face Transformers, TRL Library, Pytorch, Tensorflow, Keras,  
**Skills:** Matplotlib, Seaborn, Plotly, Git, Github, Core and Advanced Java, Spring, MVC, Spring Boot, Microservices,  
Advanced in SQL, HTML/CSS, Python, React JS

**Certifications &  
Training**

Google Cloud Platform – Associate Cloud Engineer (Certification ID: Vx2XVT), AWS Associate Developer (Credential ID: 73b60e1d05c94d5698af1cc438a01)