Divya Dixit

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Targeting Assignments In:
Data & Business Analysis / Deep & Machine Learning / Business Intelligence

Domain Expertise*: IT, Healthcare & Fin-Tech ~ **Location Preference**: Chandigarh, Mohali*

Profile Summary

- **Offering nearly 6 years of rich experience in Data Analysis & Business Intelligence; pursuing PGP in AI/ML at Great Lakes, Gurgaon in collaboration with McCombs School of Business, University of Texas, Austin;** gained knowledge of **Deep Learning with Tensorflow-Keras**
- **Successfully brought an increase in walk-in by 24% jump year-on-year amidst a global recession with the help of Google / Trend Analytics, Keywords Tools, SEO, Content Strategy, and so on**
- **Recognized with "Hack of all Trades" Award (Winner of Hackathon) from Great Lakes in August 2020**
- **Strong grasp of the trade offs (processing, training, storage requirements) between various machine learning techniques**
- **Collaborated with various stakeholders (tech, product) to understand and design best solutions which can be implemented;** performed data analysis and interpretation for research and business activities and presentation of the same and assisted in business and reviews for predetermined projects and related functions

Core Competencies

Machine Learning	Research Projects
Advanced Visualization Tools (Tableau)	Technical Documentation
Data Mining Principles	Predictive Analytics
Market Research / Trends Analysis	Deep Learning Frameworks / Client Interactions

Technical Skills

- Python for Data Science Using Pandas, Numpy, Seaborn, Matplotlib, Plotly: Intermediate
- R: Basic
- Machine Learning using Sci-Kit Learn: Intermediate
- **Deep Learning with Tensorflow-Keras: Basic (ongoing modules)**
- Data Visualization using Tableau: Basic

Work Experience - BI Consultant

Jul'19 – Feb'20: Tooth Fairy Dental Practise, location as BI Consultant
Skills & Tools: Market Research, Google Analytics, Trend Analysis, SEO

Role:

- Formulated go-to market strategy, established processes for the long term with the objective of increasing walk-ins
- Decoded business requirements into functional specifications and technical goals
- Prepared and presented research / industry reports comprising of industrial trends, industry information; interpreted the result of research studies and providing recommendations
- Assessed business need and designed a roadmap for further development
- Mapped business requirements (As-Is & To-Be Analysis) and performed GAP Analysis
- Reviewed need and prepared business processes for the organization

Highlights:
- Performed data analysis and evolved ideas such as keyword research in building the content creation pipeline
- Provided extremely useful strategic inputs including preparing the target customer persona guide using Excel models; these were later recognized and appreciated by the management

Jun'08 – Jul'13: Avaya India Pvt. Ltd., Pune as Associate Software Engineer
Growth Path:
Jun'08-Oct'09: Associate Software Engineer
Nov'09-Jul'13: Software Engineer

Role:

As Software Engineer

- Managed key Fin-tech accounts (Deutsche Bank) and worked as Trusted Advisor for installations, upgrades, escalation management, and so on
- Created solutions including workarounds using problem solving techniques in order to restore service at the earliest
- Designed training guides and prepared documentation along with the auditing processes; collated legacy and new client processes over a single platform and assured technical readiness of the team on Avaya's Messaging Suite
- Executed key projects as well as analyzed operational efficiency of the team
- Conducted data analysis by using backlog management, actionable insights for meeting closure
- Made applications run on Windows and Linux Servers, supported Windows patching and related outages
- Applied ITIL framework and best practices in the team

As Associate Software Engineer
Skills and Tools: Data Analysis, Excel, Incident Management, Root Cause Analysis, ITIL, RHE Server, Shell Scripting

- Acknowledged and prioritized escalated cases for meeting progression and took corrective actions
- Obtained and preserved accurate case details for each process to allow greater shared knowledge and reporting
- Built subject matter expertise on Unified Communications product suite including Cloud Messaging and Interactive Voice Response

Academic Projects

Diagnosing Covid Patients using Clinical Data and Predicting their Severity of Admission
Period: Jun'20 – Aug'20
Skills and Tools: EDA, Decision Trees, Random Forest, Threshold Management, Precision, Recall
Highlights:

- Offered & submitted conference paper to the 15th ICIIS IEEE Conference held at IIT, Ropar on 'A Machine Learning Approach to Predicting Covid-19 Cases Amongst Suspected Cases and Their Category of Admission'
- Managed and predicted the research project with 87 - 97.4 % accuracy (C.I. 95%), in case of a patient having Covid positive (n=248)

Implemented an Image Classification Neural Network to Classify Street House View Numbers
Period: Nov'20
Skills and Tools: Neural Networks, Deep Learning, Keras, Image Recognition
Highlight:

- Developed a fully connected neural network for detecting house numbers in Google Street View Images with an accuracy of 94.67% for validation set and 87.1% for test set

Education

- **Post Graduate Program in AI/ML** from Great Lakes Executive Learning, India (2019 - 2021)
  E-portfolio https://eportfolio.greatlearning.in/divya-dixit (**Modules Covered:** Neural Networks, Image Recognition, Recommendation Systems, Cluster Analysis, PCA, Ensemble Learning, Regression, Classification & Statistics)

- **B.E. in Computers Science** from R.G.P.V., Bhopal, University in 2008

Certification

- **Udacity Nanodegree – Data Scientists Foundations in May'18 – Oct'18**

Personal Details

Date of Birth: 21st April, 1986 **~ Languages Known**: English & Hindi ~ **Address**: 1524, Pushpac Complex, Sector 49B, Chandigarh