

# Divya Garg

Phone: +1(510)944-9190

Email: [divya.garg@berkeley.edu](mailto:divya.garg@berkeley.edu)

LinkedIn: <https://linkedin.com/in/divyagarg2>

## Education

**Masters of Information Management and Systems** (GPA: 3.81)

August 2015 – May 2017

School of Information, UC Berkeley (Focus: Product Management and User Experience)

**Bachelor of Technology in Computer Science & Engineering** (GPA: 3.54)

August 2006 – May 2010

Guru Gobind Singh Indraprastha University, Delhi, India

## Projects

**HealthyDeals –Entrepreneurship** (Team Leader/ Idea Owner)

Fall 2016

- **Conceptualized** a user-friendly mobile application that will provide affordable food options – grocery discounts and healthy prepared food in restaurants so that customers can make healthy choices.
- Used hypotheses-driven approach to design MVP, validate **value proposition** and create sales and marketing plan.

**WeTravel –Needs and Usability** (Team Leader/ User Researcher)

Spring 2016

- Used various User Research techniques like Surveys, Interviews, Competitive Analysis and Usability Tests to improve user experience of a travel management website (a start-up owned by Berkeley Students).
- Recommended new features and design changes based on the extensive research and analysis.

**StopHarass –Deconstructing Data Science** (Data Analyst)

Spring 2016

- Implemented a supervised machine-learning model to mine insult in data collected from Twitter. Achieved 78% accuracy. This could be plugged into any social media to prevent online harassment.

**PeaceMail –Applied Behavioral Economics** (Product Manager)

November 2015

- Conducted interviews and used concepts of Applied Behavioral Economics like human emotions, inter-temporal choice to design prototype of Gmail Extension, which would prevent users from sending e-mails that they might regret sending later.

## Work Experience

**Symantec Corporation** (Engineering Program Manager Intern)

Summer 2016

- Interviewed **stakeholders** to understand the current SDLC process and pain points. Proposed and **implemented** solutions to fix the issues of accountability, scope creep and monitoring to improve productivity and efficiency.
- Worked with **cross-functional teams** spanning Dev, QA, Operations and Product Management to plan and **deliver** the summer release for Symantec's Website Security Core Product.

**SafeTREC, UC Berkeley** (Research Assistant: Product Manager/ Developer)

2015 –2016

- Redesigned and developed a Progress Tracking System with a comprehensive querying interface to generate intuitive visualization reports and graphs for California Strategic Highway Safety Plan using AngularJS, PHP, MySQL and Highcharts.
- Outlined and conducted **surveys** and **focus group** interviews for the steering committee members and agency stakeholders before and after the beta release that helped in planning and prioritizing feature changes.

**Thoughtworks Technologies India Pvt. Ltd.** (Consultant/ Developer Lead)

2013 - 2015

Global Content Search Engine for a leading US Retailer

- Gathered and analyzed requirements by conducting a **contextual inquiry** with client's engagement and technical team.
- Developed a **prototype** using Java and Solr **within a week**. The proposal and proof of concept helped to acquire the project.
- **Mapped** business requirements to stories, estimated and planned sprint cycles and release dates. Used agile practices for delivery and continuous improvement. Client was highly impressed and adopted **agile** for its own team.
- **Led** a team of six developers to implement a **full stack solution**, a comprehensive testing framework built in-house and a continuous integration pipeline. The application helped increase footfall on client's website by 25%.

**Oracle India Pvt. Ltd** (Application Engineer)

2010 –2013

Design and implementation of Oracle's Retail Allocation Product

- **Analyzed** and **reverse engineered** the legacy code to understand the functionality with minimal functional design documentation and came up with a new Software Requirement Specification document.
- **Re-architected** the User Interface using ADF UI Components/ JSF and Task Flows and remodeled business logic in Java.

## Skills

**Management:** Product Management, Program Management, Agile Practices, Scrum, Requirement Analysis, Planning, Applied Behavioral Economics, Risk Management, Stakeholder communication, Conflict Resolution and Scope Management.

**Research:** UX Research, Qualitative and Quantitative Research, Persona Creation, A/B testing, Usability testing

**Technologies and Frameworks:** Java, Python, JavaScript, PHP, Jira, Git, Microsoft Office, Oracle ADF, Web Services, MySQL, Oracle