# Divya Garg

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## Education

**Masters of Information Management and Systems** *(GPA: 3.81)*                                      May 2017  (Anticipated)
School of Information, UC Berkeley  (**Focus**: Product Management and Data Science)

**Bachelor of Technology in Computer Science & Engineering** *(GPA: 3.54)*                                      May 2010
Guru Gobind Singh Indraprastha University, Delhi, India

## Projects

**FlyFleet Design Challenge – Winner** *(Team Leader/ User Researcher and Designer)*                                      Fall 2016
- Used various **generative** and **divergent** ideation techniques such as surveys, interviews, RITE and usability tests to design and build a mobile app; a chat platform that increases social interactions across users at the airport.
- We were declared winner of the competition in January '17 based on the creativity of our solution, effectiveness of the UX techniques and anticipated benefits to target users.

**FitMe – Entrepreneurship Course Project** (*Team Leader/ Idea Owner*)                                      Fall 2016
- **Conceptualized** a user-friendly mobile application to help users find affordable, healthy food options that also meet dietary restrictions– the app focuses on what to eat rather than where to eat.
- Used hypotheses-driven approach to design MVP, validate **value proposition** and create sales and marketing plan.
- The project was announced as one of the top 3 business ideas in the class.

**StopHarass – Data Science Course Project** (*Data Engineer*)                                      Spring 2016
- Implemented supervised **machine-learning** models and Natural Language Processing techniques to detect insults in data (tweets collected from Twitter) to prevent online harassment. We achieved 86% accuracy in predicting insulting comments.

## 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 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 successfully **deliver** the release for Symantec's Website Security Core Product in August'16.

**SafeTREC, UC Berkeley** *(Research Assistant: Product Manager/ Developer)*                                      2015 - 2016
- Redesigned and developed a website for SHSP with a comprehensive querying interface to generate intuitive reports and an interactive dashboard with rich charts so that agency stakeholders can observe progress and identify obstacles in real time.
- Conducted **surveys** and **focus groups** for the steering committee members and agency stakeholders before and after the beta release to receive and incorporate their feedback. The website went live in May'16.

**Thoughtworks Technologies India Pvt. Ltd.** (*Consultant/ Developer Lead*)                                      2013 - 2015
- Gathered and analyzed requirements for a Global Content Search Engine for a leading US retailer by conducting **contextual inquiry** with client's engagement and technical team.
- Developed a **prototype** using Java and Solr **within a week**. The 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** using Spring, Solr and MongoDb (back-end), AngularJS (front-end). The application helped address a major gap and increased online sales significantly.

**Oracle India Pvt. Ltd** (*Application Engineer*)                                      2010 - 2013
- Designed and implemented Oracle's Retail Allocation Product. **Reverse engineered** the legacy code to understand the functionality with minimal design documentation and came up with a new Software Requirement Specification document.
- **Re-architected** user-interface using Oracle ADF UI Components and Task Flows and remodeled business logic in Java.

## Skills

**Management:** Product Management, Agile Practices, Requirement Gathering and Analysis, Design Thinking, Business Canvas Model, Product Roadmaps, Release Planning, Risk Management, Conflict Resolution and Scope Management.
**Research**: Qualitative/Quantitative Research, Competitive Analysis, Persona Creation, Prototyping (Lo /Hi-fi), Usability testing.
**Technologies and Frameworks**: Java, Python, JavaScript, PHP, R, Machine Learning, Sketch, Jira, Microsoft Office, SQL, and Oracle.