Divya Garg

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Education

Masters of Information Management and Systems   August 2015 – May 2017
School of Information, UC Berkeley (**Focus**: Product Management and User Experience)

Bachelor of Technology in Computer Science & Engineering   August 2006 – May 2010
Guru Gobind Singh Indraprastha University, Delhi, India

Experience

Symantec Corporation (*Engineering Program Manager Intern*)   May 2016 – August 2016
- Interviewed **stakeholders** to understand the current SDLC process and pain points. Proposed and **implemented** solutions to fix the issues of accountability, scope creep, monitoring etc. 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*)   August 2015 – May 2016
SHSP Tracking Tool
- Redesigned and developed a Progress Tracking System with a comprehensive querying interface to generate intuitive visualization reports and rich charts 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. (*Application Developer/ Consultant*)   June 2013 - May 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.
- Coordinated with business analyst on **mapping** requirements to stories, estimating and planning 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*)   July 2010 – May 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.
- **Remodeled** the business logic in Java and PL/SQL to make it work seamlessly with ADF Business Components.

Projects

WeTravel – Final Project for Needs and Usability (*Team Leader/ User Researcher*)   February 2016 – May 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.

Text Mining Insults from Comments on Social Media (*Team Leader/ Coder*)   February 2016 - May 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 – Final Project for 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.

Skills

Management: Lean/Agile 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