

Divya Viswanathan

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EDUCATION

Carnegie Mellon University

Pittsburgh, PA

Bachelor of Science in Information Systems, Minor in Computer Science (Dean's List)

Aug. 2019 – May 2022

- **Leadership:** Music Director of CMU Soundbytes A Cappella, Asst. Editor-in-Chief of The CUT Music Magazine

EXPERIENCE

Software Development and Product Engineer II

Aug. 2022 – Present

Qualtrics (Conversational Analytics ML team)

Seattle, WA

- built ML/AI applications and integrations to make enterprises' contact centers more streamlined and efficient
- patent pending as an inventor
- in charge of the ideation, NLP/ML experimentation, user research, feature roadmap, product and eng design, and development of Real Time Agent Assist (RTAA) and RTAA Admin Recommendation Configuration platform, tools to surface customized recommendations to contact center agents in real time to help coach new agents, reduce wait times, and alleviate customer friction by recommending actions and suggestions for the agent based on customer history and known issues and patterns
 - * manipulated large amounts of unstructured conversational data and built integrations with CCAAS providers
 - * supported customer launch sessions, onboardings, and lead pilots for over 100 agents across 10 brands
- in charge of the ideation, user research, feature roadmap, product and eng design, and development of AI Automated Call Summaries, a 0 to 1 product, which uses Generative AI to generate summaries for interactions and is seamlessly integrated with numerous Qualtrics products and features - generating \$20M revenue
 - * supported customer launch sessions and onboardings for over 20 brands (from mid-market to large enterprises)
 - * launched with over 20 brands and over 200 users generating 5000 requests everyday for 10000+ conversations
- built an AI coaching recommendations portal (using RAG) and Generative AI Quality Management system within Qualtrics to present an easy way for contact center admins to view, edit, and generate coaching plans, score their contact center agents, and view trends in performance over time
- team's security, DevOps, LLM subject matter expert

Software Developer

Nov. 2021 – Feb. 2022

The Pathway Initiative

Remote

- mobile app development for a non-profit that helps underprivileged students get access to STEM education and resources (through the Develop for Good program)
- designed and developed an internal mobile app to help schedule meetings and create a social experience to be used by 100+ students and professionals who are part of the Pathway Initiative program

Software Development Intern

May 2021 – Aug. 2021

Qualtrics

Seattle, WA

- worked on the Conjoint Analysis product for the PX team, developing the new and competitive First Choice calculation type for the Choice Simulator and improving other choice-based conjoint/maxdiff features for 16000 brands (from mid-market to large enterprises)
- worked on extractive summarization using BERT to analyze 1000+ conversations and generate conversational enrichments to test with customers in the contact center

PROJECTS

Notes2Notes | *Python, Spotify API, BeautifulSoup, NLP, Git*

April 2020

- a digital daily journal where writing is analyzed with user's Spotify account to generate playlist of songs that reflect emotions/thoughts by querying song lyrics from genius.com
- showcased on CMU 15-112 website for Spring '20

Spotifork | *Python, React, Typescript, Git*

Aug. 2021

- program which allows you to remix Spotify songs with your own sounds within an embedded web player

TECHNICAL SKILLS

Languages: Java, Javascript, Typescript, Python, C, SQL (Postgres), HTML/CSS, Ruby, R, Go, Standard ML

Frameworks: React, Node.js, Flask, WordPress

Developer Tools: Git, K8s, Nomad, Spinnaker, Jenkins, Splunk, Grafana, Docker, AWS, Azure, VS Code, MongoDB

Other Tools: Jira, Figma, Lucidchart, Amplitude, Excel