

## WORK EXPERIENCE

**Sprinklr**, India

*Jun 2022 – Mar 2023*

**Product Analyst (Customer Success)**

- Managed client relationships across a diverse portfolio of industries, including Cisco, Intel, TikTok, Bissell, Ashley Furniture, etc
- Leveraged skill-based configuration techniques to enhance clients' case handling metrics on reporting dashboards, achieving significant improvements of 40% to 50% while ensuring adherence to SLA requirements.
- Demonstrated a consistent track record of driving operational efficiency and maintaining high client satisfaction levels.
- Identified opportunities for cross-selling and up-selling scalable, cost-effective features to clients, streamlining operations and reducing manual interaction time by 3200 hours while cutting labor costs.
- Generated approximately 850K USD in upsell revenue and successfully renewed contracts for three high-risk accounts, contributing to revenue growth and client retention.
- Delivered high-quality resolutions, fostering trust in product offerings and ensuring client satisfaction, thus enhancing overall client retention and business growth.

**IIRS ISRO**, India

*Jun 2021 - Jul 2021*

**Software Development Intern**

- Employed a combination of semantic segmentation to identify vegetation areas and instance segmentation to pinpoint individual cauliflower plants within the vegetation class, using only 2 images..
- Successfully developed a robust detection system, accurately identifying cauliflower crops amidst diverse vegetation. This approach streamlined agricultural monitoring processes, enabling efficient crop management and yield prediction in the region.

**Government of Punjab Office** , India

*Apr 2021 –May 2021*

**Data Analytics Intern**

- In response to the COVID-19 pandemic, addressed multifaceted challenges in healthcare management, including vaccination monitoring, home isolation compliance, population demographics analysis, and healthcare resource optimization.
- Developed an integrated healthcare analytics platform incorporating vaccination dashboards, geofencing systems for home isolation monitoring, population distribution analysis tools, and predictive analytics modules for vaccination camp performance optimization.
- Facilitated efficient and data-driven decision-making for the city administration enabling real-time monitoring of vaccination progress, adherence to home isolation protocols, targeted healthcare interventions based on demographic insights, and optimized resource allocation for improved healthcare service delivery and pandemic management outcomes.

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## EDUCATION

**Lambton College**, Canada

*May 2023 – Dec 2024*

*Post Graduate Diploma in Full Stack Software Development*

**NIT Jalandhar**, India

*Aug 2018 – May 2022*

*BTech Electronics and Communication*

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## KEY SKILLS

**Technical Skills:** Programming Languages (Java, Python) • Database Management (SQL, MongoDB) • Web Development (HTML, CSS, JavaScript, React) • Data Structures • Algorithms • OOPS • Data Analysis and Visualization

**Soft Skills:** Communication • Leadership • Problem-Solving • Time Management • Adaptability • Teamwork • Resilience • Stakeholder Management • Customer Oriented

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## PROJECTS

**Movie Watchlist App**

**Key Skills:** React, Typescript, HTML, CSS

- Streamlined account management and login procedures by allowing registration and login with email addresses, simplifying user onboarding.
- Developed robust login/logout functionalities using email credentials, ensuring easy access and security for users.
- Facilitated personalized user experiences by enabling the creation of watchlists, allowing users to search for movies by title, view detailed information such as release year and posters, and seamlessly access their watchlists across multiple sessions.

### **Virtual Digital Electronics Lab**

**Key Skills:** JDBC Connectivity, MySQL, Core JAVA

- Enabled seamless login functionality for professors and students to access virtual lab resources during the pandemic, facilitating remote learning.
- Developed a comprehensive virtual lab platform featuring a curated list of experiments with detailed aims, theories, simulations, and truth tables, empowering users to understand and analyze experiments remotely.

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### **ACHIEVEMENTS / VOLUNTEER OR LEADERSHIP EXPERIENCE**

- Maintained exceptional academic performance at Lambton College, earning placement on the Dean's Honor list .
- **UPAY** - Played a pivotal role in creating resources to empower underprivileged individuals, fostering skill development and social upliftment.
- **PRAYAAS** - Contributed to holistic development of underprivileged children and taught English, Mathematics, and Punjabi aiming to bridge educational gaps