

# Shwetha Rao

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## Work Experience

### Genpact

Gurugram, India

Assistant Manager

July 2019 - Dec 2020

- Led India region for AI based HR chatbot in the HR Transformation Team, catering over 65,000 employees.
- Major Responsibilities include stakeholder management, change management, chatbot development, constant improvement of chatbot through log data analysis & employee feedback, structuring build & run process.
- Trained stakeholders from US & Europe to effectively understand IBM Watson Assistant.

### Ashoka University

Haryana, India

Resident Assistant

Oct 2018 - June 2019

- Head of community building among 50+ students by planning events for recreation, bonding & knowledge gain.
- Other responsibilities also included conflict resolution, voicing concerns of the students to the administration by being a bridge between the students and administration.
- Conducted 6+ inter-floor and inter-hostel events during my tenure as the Resident Assistant.

Education Consultant

Sept 2018 - May 2019

- Designed & executed immersive learning modules for corporates, community, students with liberal arts at the core, including formulating marketing strategies, finance, operations & pedagogy design.

## Education

### Ashoka University

Haryana, India

Young India Fellowship, PG Diploma in Liberal Studies, 2019

GPA: 3.5 out of 4.0

### NMAM Institute of Technology

Karnataka, India

BE in Information Science & Engineering, 2018

GPA: 8.9 out of 10.0

## Skills

- Technical: MS Office, DaVinci Resolve, HTML, CSS, Javascript, Python, Machine Learning, IBM Watson Assistant
- Managerial: Interpersonal & written communication, Agile, Lean Six Sigma Green Belt, Change Management

## Extracurriculars and Leadership

- Credential of Readiness Examination by Harvard Business School Online, 2019
- Google Applied CS with Android Student Facilitator
- Publicity & Social Media Head, NMAMIT, 2015 - 2018
- Intern at Sathi Foundation, Bangalore
- Community Development Program Leader at Centre for Integrated Learning, Mangalore
- Exchange Student, Ritsumeikan University, Japan

## Honors and Awards

- Award of Outstanding Achievement in NMAMIT under Sanjeeth Shetty Leaders' Fellowship, 2018
- Pride of NMAMIT Award, 2018
- Ministry of Human Resource and Development Scholarship, 2014 - 2018
- Smart India Hackathon – Software Edition Winner, 2018
- Miss Queen Karnataka 2020

