

Shivam Garg

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SUMMARY

Highly analytical master's candidate (GPA 9.00) specializing in **AI/ML development, Python, and Computer Vision (OpenCV)**. Proven ability to architect complex solutions, including an LLM-integrated multi-agent research system and a gesture-based driving simulator. Strong foundation in data engineering and delivering actionable, data-backed insights.

EDUCATION

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|---|---------------------------------|
| • Vivekanand Institute of Professional Studies - Technical Campus, GGSIPU <i>Master's in computer applications; GPA: 9.00</i> | New Delhi, India 2023 – 2025 |
| • Institute of Innovation in Technology and Management, GGSIPU <i>Master's in computer applications; GPA: 8.70</i> | New Delhi, India 2020-2023 |
| • Central Board of Secondary Education <i>10th Percentage: 75% and 12th Percentage: 75%</i> | New Delhi, India 2017-2020 |

EXPERIENCE

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|--|---|
| • Research Analyst <i>VIPS-TC</i> | New Delhi, India Jan 2025 - May 2025 |
| ◦ Conducted in-depth research on 3D visualization tools (Unity, Polycam) and evaluated their performance for building an immersive virtual tour, supporting data-driven selection of technologies. | |
| ◦ Collaborated with cross-functional team members under technical mentorship to plan, track, and deliver project milestones, demonstrating teamwork, data-backed decision support. | |
| • Virtual Customer Support Associate <i>Amazon</i> | New Delhi, India June 2025 - July 2025 |
| ◦ Served as the first point of contact for North American region clients, addressing a high volume of inquiries related to account security, order status, delivery logistics, and payment processing using CRM. | |
| ◦ Demonstrated strong problem-solving skills by investigating and resolving complex customer cases to ensure a positive and seamless Amazon experience. | |

PROJECTS

Multi-Agent AI Research Assistant (Gemini API) – *Python, Gemini API, Prompt Engineering*

- Engineered a **Python/Gemini API multi-agent system** (Planner, Search, Synthesizer) to solve the **complexity of manual research**, effectively **automating data retrieval and synthesis** to produce highly structured and actionable reports.

Neo Drive – Gesture-Based Driving System – *Python, OpenCV, Computer Vision, AI/ML*

- Designed and developed a hands-free driving simulator using **Python, OpenCV, and Computer Vision** to replace **traditional controllers**, successfully mapping user gestures to real-time commands and **significantly enhancing accessibility and human-computer interaction**.

YouTube Data Collection & Analysis – *Python, YouTube Data API v3, Pandas, Matplotlib*

- Built a complete **Python/Pandas** data pipeline using the **YouTube Data API v3** to solve low audience engagement by analyzing metadata from the top 200 trending videos, delivering actionable recommendations (e.g., optimal video length and publishing window) to **maximize viewership**.

PROGRAMMING SKILLS

- Languages:** Python, SQL
- Technologies:** Microsoft Excel, PowerPoint, PowerBI, Big Data, AI/ML, Cloud, Postman
- Soft Skills:** Adaptability, Problem Solving, Analytical Thinking, Cross- Functional Collaboration

CERTIFICATIONS & ACHIEVEMENTS

- HackVSIT (6.0): 1st Winner (April 2025)**, Tata Group Data Analytics, AWS Solutions Architecture, Oracle Cloud AI Foundations Associate, Oracle Generative AI Professional, Postman Student Expert