

# SHREYA NAIR

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## EDUCATION

**Northeastern University, Boston, MA | Master of Science in Information Systems** **Dec 2020 (expected)**

Coursework: Web design and user experience, User Experience Design/Testing, Data Structures and Algorithms, Application Engineering and development, Data Science & Machine Learning, Database Management systems

**Shri Shankaracharya Technical Campus, India | Bachelor of Engineering in Information Technology** **Jun 2016**

## TECHNICAL SKILLS

<b>Programming Languages:</b>	Python, SQL, Java, C++
<b>Web Technologies/frameworks:</b>	HTML5, CSS3, JavaScript, jQuery, Angular8, VueJs, Native React, Bootstrap
<b>Data Analytics tools and Database:</b>	MySQL, MongoDB (NoSQL), Excel, R, Tableau, Postgresql
<b>Version Control:</b>	Git/gitkraken, Jira
<b>Design Tool:</b>	Figma

## WORK EXPERIENCE

**eResearch Technology (ERT), PHT corp. Boston, Massachusetts | Software Engineer Co-op** **Jan 2020 – Aug 2020**

**Idea Submission Portal (VueJs, Firebase Auth., NodeJs, AWS-Lambda, Python, Postgresql)** **Apr 2020**

- Developed a full stack dynamic web single page application for employees to submit suggestion within the Employer
- Used Firebase Authentication to inhibit login into the web application by outside users
- Incorporated AWS API Gateway to build a RESTful API and AWS Lambda for serverless back-end service of the portal
- Carried out quality assurance test using UFT web automation tool to discover errors and optimize usability

**ERT WebStyleGuide (HTML, CSS, Bootstrap4, Gulp.js, Node.js, Handlebars, SCSS) and D3.js Dashboard** **Aug 2020**

- Operational maintenance of ERT Style Guide that's is compiled to a web page and CSS UI Framework
- Working with Handlebars, SCSS and GulpJs for unified cohesive look and feel for all end users regardless of platform
- Using DCJs and D3Js for data driven dashboard with responsive widgets

**TeleTech India, Ahmedabad, India | Business Development Executive** **Jul 2016 – Jun 2018**

- Handled outsourcing/offshoring industry for showing business impact of returns requests/ unhappy customer reviews
- Devised and analyzed importance of voice of customer(data) to optimize business with eBay Russia
- Incorporated changes in Return policy which resulted in 3% decrease in opened claims within 2 months
- Experienced in people-performance management, strategic orientation, macro express and elevated customer support

## ACADEMIC PROJECTS

**Job Recruitment Portal (HTML, CSS, Bootstrap 4, JavaScript, Node.js, Express.js, RestFul API)** **Oct 2019**

- Developing a website to post recent job openings, search job position and job location
- Providing a front-end platform with JavaScript for customers using Restful services and MongoDB as database

**Airbnb Dataset for predicting new user's booking destination (Numpy, Pandas, Matplotlib, Seaborn)** **Aug 2019**

- Applied data pre-processing for encoding categorical data and Data visualization to learn the kind of data using Matplotlib
- Introduced feature selection and feature importance for 54 features to avoid overfitting
- Evaluated the performance of Logistic Regression (One Vs Rest), SVM, Random Forest and Decision Tree for prediction
- Calculated Normalized Discounted Cumulative Gain (78%), accuracy rate and confusion matrix, highest for Decision Tree

**Database for Donation Management Systems in MySQL Workbench (SQL)** **Dec 2018**

- Designed an ERD normalized to 3<sup>rd</sup> normal form with 10 entities and implemented the relational database
- Created computed columns, table-level constraints, joins, views, stored procedure, transactions and privileges

**Donation Managements System (Java Swing Framework)** **Aug 2018**

- Designed user friendly front end for donors and donation accepting organizations to facilitate collection/distribution

## INDEPENDENT PROJECTS

**Predictive Analysis using Kaggle Dataset (Numpy, Pandas, Matplotlib, Seaborn)** **Apr 2019**

- **Titanic Dataset-** Incorporated k-nearest neighbor, random forest classifier, gradient boosting ensemble to predict survivors
- **Pima Indian Diabetes dataset-** Implemented feature scaling to predict onset of diabetes in 5 years