

Shriya Dikshith

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Education

Northeastern University, *Master's in Information Systems*, Boston, USA

Dec. 2023

- Coursework: Data Management and Database Design, UI/UX, Web Design, Data Science Engineering Methods, Data Structures

Technical Skills

Programming languages	: Python, SQL, R, Java, HTML5, CSS, JavaScript, MATLAB, ETL/ELT
Databases	: MS SQL, MySQL, Vertica, Snowflake, Oracle, MongoDB, NoSQL, Big query, PostgreSQL
Libraries and Packages	: Keras, TensorFlow, PyTorch, Flask, PPTx, NumPy, SciKit Learn, lambda functions, PySpark
Visualizations	: Tableau, Power BI, Excel, Informatica, Alteryx, Spark, Looker
Other	: GIT, dbt, Kanban, Azure Databricks, ETL, Hadoop, Spark, Microsoft Excel, GCP, BI tools, PL SQL, CI/CD, A/B testing, CR, AWS, VBA, OLAP, OLTP, LLMs, Google cloud

Work Experience

Mimecast, Lexington, MA, USA, *Analytics Engineer intern*

Jan. 2023 – Aug. 2023

- Designed a **Python workflow** to process **GraphiQL queries**, providing insights that identified 15 high-impact workbooks and flagged 10 underutilized ones, enhancing data usage efficiency
- Conducted in-depth investigations to identify systemic data quality issues and generated solutions by migrating **Tableau** workbooks and flows from Tableau Server to Tableau Cloud, achieving a 40% reduction in migration time
- Developed, validated, and implemented models using incremental and snapshot **dbt** models in **Snowflake** combined with **CI/CD data pipelines**, reducing **ELT** run time from over 12 hours to under 20 minutes and enhancing data integrity

Northeastern University, Boston, USA, *Business Analyst*

Aug. 2022 – Jan. 2023

- Automated Snowflake ETL/ELT processes using **Alteryx Designer**, dbt and **Informatica Cloud**, achieving an 80% efficiency increase, showcasing skills in database scalability and performance enhancement
- Created a real-time Tableau dashboards that enabled finance teams to identify cost-saving opportunities, reducing operational expenses by 15% and saving 20+ man-hours per week through data-driven insights

HP Inc., Bangalore, India, *Data Scientist*

Jan. 2020 – Jan. 2022

- Spearheaded the development of a custom BERT model using NLP and LLMs for multi-hierarchy issue detection, efficiently processing 30M requests/year across 50+ languages; executed sentiment analysis on social media text with PyTorch, driving actionable insights from customer reviews
- Directed a CX team in developing a **Python pipeline** and Tableau dashboard for HP's global printers, slashing resolution time by 20%, saving \$1.5M annually, and reducing Databricks GPU cluster costs by \$10,000/month through strategic error analysis
- Pioneered the creation of a Python **ETL data pipeline** in **Azure Databricks**, achieving a 90% automation rate for weekly data loads, exemplifying leadership in big data processing and database management excellence
- Delivered end-to-end analytics, from problem statement to model deployment, and created a Tableau dashboard, reducing customer support issues by 25% and earning recognition for strategic insights in the Weak Signals project

Cyient Pvt. Ltd., Noida, India, *Artificial Intelligence Developer Intern*

May. 2019 – Jul. 2019

- Enhanced route optimization for the Fleotan App by developing a deep feed-forward neural network model, improving operational efficiency by 30% and supporting database management initiatives

Academic Projects

Customer Complaint Management Database System | *SQL, Tableau, Database management, Oracle – PL/SQL* 📄

- Crafted a comprehensive customer complaints management database in Oracle Database, dedicated to recording and addressing issues related to products, accounts, payments, and various services within a specific warranty period
- Established an ER Diagram and a normalized schema comprising 12 entities, incorporating ACID transactions and CRUD operations to effectively manage and resolve customer complaints resulting in customer satisfaction

Building a Robust API | *JSON, Elastic Search, Redis, Springboot, Postman, MongoDB, VSCode*

- Implemented a REST API for structured JSON data with CRUD, merge, and delete functionalities, ensuring data validation and providing a detailed JSON schema for the use case

Amazon Product Review Text Mining | *Python, Statistics, Data cleaning, Pandas, NumPy* 📄

- Employed Python-based verbatim analysis with the PyATE framework to identify and address common electronic product issues, leading to improved product quality assessment and increased customer satisfaction