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, Orcale, 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

Work Experience

Amazon, Boston, MA, USA*, AI Content Specialist* Jul. 2024 – Present
- Demonstrated adaptability by supporting various teams through training, project/program management, and other tasks aligned with team goals and personal capabilities
- Enhanced quality by conducting thorough reviews, proofreading, and delivering training to improve team performance and adherence to standards

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

Academic Projects

Customer Complaint Management Database System | *SQL, Tableau, Database management, Oracle – PL/SQL* 🔗
- Designed and implemented a customer complaints management database in Oracle, incorporating ER diagrams, normalized schema, and ACID transactions to efficiently track, analyze, and resolve product, account, payment, and service-related issues within warranty periods, leading to improved 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

Hotel Booking Website | *HTML, SCSS, Bootstrap, jQuery, React JS, NodeJS, Express JS, MongoDB, VSCode*
- Spearheaded the development of a cutting-edge hotel and restaurant booking website, utilizing HTML, SCSS, Bootstrap, jQuery, React JS, NodeJS, and Express JS. Integrated MongoDB as the backend database, facilitating seamless accessibility on Heroku