# 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

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| **Programming languages** | : Python, SQL, R, Java, HTML5, CSS, JavaScript, MATLAB, ETL/ELT |
| **Databases** | : MS SQL, Vertica, Snowflake, Orcale, MongoDB, NoSQL, Big query, PostgreSQL, GCP |
| **Libraries and Packages** | : Keras, TensorFlow, PyTorch, Flask, PPTx, NumPy, SciKit Learn, lambda functions, PySpark |
| **Visualizations** | : Tableau, Power BI, Excel, Informatica, Alteryx, Spark, Looker, ggplot, Plotly, |
| **Other** | : GIT, dbt, Collaborative, Ownership, ETL, Hadoop, Spark, BI tools, DAX, Cloud platforms, |

OLAP, Data Governance, Relational databases, Agile Methodologies, SQL Server, AWS, PowerShell Scripting, debugging

## Work Experience

**Amazon, Boston, MA, USA***, Data Associate*                                                      **Jul. 2024 – Present**
- Thrived in a dynamic, fast-paced environment by effectively supporting cross-functional teams, ensuring alignment with project goals and business objectives through targeted training, meticulous project management, and rigorous quality reviews
- Enhanced quality by conducting thorough reviews, proofreading, and delivering training to improve team performance

**Mimecast, Lexington, MA, USA***, Analytics Engineer intern*                                      **Jan. 2023 – Aug. 2023**
- Collaborated with data engineers and product owners to manage including the development and optimization of dbt models and CI/CD pipelines in Snowflake, reducing ELT runtime from 12 hours to under 20 minutes
- **Enhanced data quality and governance** by leading the migration of Tableau workbooks and flows from Tableau Server to Tableau Cloud, achieving a 40% reduction in migration time and resolving systemic data quality issues
- Conducted comprehensive data analyses and presented insights to key stakeholders, including the identification of 10 high-impact workbooks, leading to improved data usage and strategic decision-making

**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**
- Led 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

**Amazon Product Review Text Mining | *Python, Statistics, Pandas, Machine learning algorithms, NumPy* ✎**
- Employed a python based verbatim analysis with PyATE framework to identify and address common electronic product issues, leading to improved product quality assessment and increased customer satisfaction