

Shriya Dikshith

LinkedIn | [Portfolio](#) | Boston, Massachusetts | (617) 390-4991 | shriya5dxt@gmail.com

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

Manipal University of Technology, *Bachelor's in Electrical and Electronics Engineering*, Manipal, India Jun. 2020

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
Other	: Strategic decision making, Project prioritization skills, GIT, Pycharm, dbt, Kanban, Azure Databricks, ETL, Hadoop, Spark, Microsoft Excel, Statistical modeling, BI tools, PL SQL, CI/CD, Forecasting, CR, AWS

Work Experience

Mimecast, Lexington, MA, USA, *Data Engineer intern* Jan. 2023 – Aug. 2023

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

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 real-time Tableau visualizations for finance teams to pinpoint cost-saving opportunities, demonstrating expertise in data management and system performance optimization

HP Inc., Bangalore, India, *Data Scientist* Jan. 2020 – Jan. 2022

- Developed custom model to detect multi-hierarchy issue paths from customer support notes, informing product, supply chain, and support strategy. Served 30M requests/year, supported 50+ languages, and standardized issue categorization globally
- Led a CX team to develop a Python pipeline and Tableau dashboard for error analysis in HP's global printer network, reducing resolution time by 20%. Saved \$1.5M in a year and cut DataBricks GPU cluster costs by \$10,000/month through ML and best practices while managing two other high-priority projects
- Engineered a Python ETL data pipeline in Azure Databricks, reducing manual workload by 90% for weekly data loads, demonstrating big data processing skills and adherence to best practices in database management
- Orchestrated the creation of an interactive Tableau dashboard with advanced charting, contributing to a 25% reduction in customer support issues by enabling users to apply filters and gain insights into drivers of sNPS
- Earned recognition for the Weak Signals project by presenting strategic insights and innovative solutions, aligning with senior management's need for trend analysis and reporting

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 🏆

- Developed 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