SNEHA SHIVANNA

sshivannasneha@gmail.com | +1 309-713-5640 | LinkedIn | Charlotte NC, (Open to Relocate)| View My Portfolio

EDUCATION

University of North Carolina at Charlotte, United States — Aug 2023 - May 2025
Master of Science in **Engineering Management - Product & Data Analytics** | GPA: 3.9

Visveswaraya Technological University, India — June 2014 - May 2018
Bachelor of Technology in **Computer Science and Engineering |** GPA: 4.0

CERTIFICATIONS/ SKILLS

- **Certifications**: Certified Scrum Product Owner **(CSPO)**, IBM Data Analyst Professional, JP Morgan & Chase Excel Simulation
- **Tools**: Google Analytics, Trello, Jira, Confluence, Figma, Adobe, Balsamiq, Tableau, Power BI, Looker, MS Office Suite, Asana
- **Programming Languages**: SQL, Python, R, Java, JavaScript, C/C++, Azure, Macros, Voice XML, HTML, VBA

EXPERIENCE

Associate Product Manager, Cognizant Technology Solutions, India — Mar 2022 - May 2023

- Led the end-to-end product lifecycle for NLP-driven Virtual Agents for eBay and Verizon, collaborating with engineering and data science teams to build AI-powered Assistants with Speech-to-Text and Text-to-Speech capabilities
- Accelerated AI-driven Automation by integrating Google Dialogflow for NLP, executing structured & unstructured data validation, and leading smoke testing & real-time client feedback loops
- Optimized Conversational AI model fine-tuning & scalability by collaborating with data scientists and iterating on AI model training datasets, enhancing natural language understanding (NLU), and ensuring multi-intent recognition
- Achieved a 35% increase in chatbot user engagement and trained business users & client teams, ensuring seamless AI integration and improved customer experience through personalized AI-powered interactions
- Drove stakeholder engagement & product demonstration by presenting Conversational AI capabilities to 200+ industry leaders
- Delivered AI/ML solutions addressing key pain points and business needs resulting in productivity gains and cost savings

Senior Systems Engineer, Infosys Limited, India — Jan 2019 - Mar 2022

- Architected system workflows for GSTR 4-Annual Tax form, overseeing backlog prioritization, sprint execution, and iterative enhancements while engaging an 8-member cross-functional team to ensure seamless MMP delivery
- Increased system scalability by developing REST APIs in microservices architecture, implementing data integration with Kafka, SQL, and HBase, and refining empirical product planning methodologies
- Aligned B2B workflows with Indian government tax processing, ensuring regulatory compliance through data-driven insights from SQL-based tax reporting dashboards
- Streamlined development workflows by designing and managing scalable technical documents for GSTR-5 UI, ensuring business alignment and improved project efficiency
- Designed and implemented an offline VBA-powered automation tool, enabling GST taxpayers to handle high-volume data entry, minimizing manual effort, and reducing processing time
- Enhanced product performance by 15% by executing white box testing and unit testing methodologies

Software Engineer, DXC Technology, India — Aug 2018 - Jan 2019

- Led market research for P&G packaging design, delivering actionable insights to inform strategic marketing initiatives.
- Enhanced serviceable obtainable market by 20% by formulating a comprehensive go-to-market strategy for 'P&G'.
- Contributed to product innovation by refining packaging design and consumer positioning, ensuring market alignment and improved brand visibility

PROJECTS

Last - Mile Delivery Process Improvement System |Blue Dart | GitHub

- Defined the product vision and strategy for an AI-driven chatbot system, improving first-attempt delivery success by fine tuning the Natural Language Processing using generative pre-training-based models.
- Designed a multi-channel support system (Email, SMS, WhatsApp) to enhance customer engagement, optimizing logistics workflows, and improving escalation management.

Cardiovascular disease prediction using Predictive Machine Learning Models| GitHub

- Developed statistical analysis and predictive modeling for Cleveland medical data to identify cardiac arrest risk.
- Implemented supervised machine learning models such as K-NN, Logistic Regression, Support Vector Machines, Random Forest, and Extreme Gradient Boost techniques.

LEADERSHIP

- **Graduate Teaching Assistant** for **Engineering Decision & Risk Analysis** and **Production Control Systems.**
- Engineering leader for **Society of Women Engineers** (SWE) at UNC Charlotte.