NIYATI SHARMA

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EDUCATION

Master of Science in Data Analytics and Computation Social Sciences   **Sept 2022 – Exp. Dec 2023**
University of Massachusetts, Amherst, MA
Relevant Coursework: Introduction to Data Science, Text as Data, Quantitative Analysis

Bachelor of Technology in Electrical | Rajasthan College of Engineering for Women, Rajasthan   **Aug 2009 – July 2013**
CGPA: 7.90
Relevant Coursework: Data structures in C, Database Management System, Microprocessors & Computer Architecture and Computer Programming

PROFESSIONAL EXPERIENCE

Senior Automation Engineer | Punchh Tech India Pvt Ltd, India   **Aug 2019 – Jul 2022**

* Key member of the Data Engineering team that handled guest booking data migration from PostgreSQL to a document based Couchbase server which helped reduce the application response time by 50%.
* Automate regression and functional test suites by developing test cases, test suites using Appium.
* Collaborated with cross-functional teams to analyze the major issues in currently running apps.
* Deployed a Sentiment Analysis framework to classify user feedback into positive, negative or neutral with 80% accuracy.
* Collaborated with the international team for new feature integration and performed User Acceptance Testing (UAT) and System Acceptance Testing with multiple test criteria.

Quality engineer | Salucro Healthcare Solutions, India   **Jul 2015 – Aug 2019**

* Extensively automated regression and functional test suites by developing test cases, test suites using Selenium WebDriver, JAVA, JUnit.
* Used stored procedures, views, and functions in SQL to extract Data from Tables and to verify the output Data of the reports.
* Monitored issues on Jira and used MS Excel to categorize issues and further implemented standard procedures that helped in improving the QA process by 60%.
* Monitored and tested payment portal performance to identify potential bottlenecks, developed solutions, and collaborated with developers on solution implementation.

DOMAIN SKILLS

* *Programming Languages:* R, SQL, Python, Java, OOPs
* *Project Management Tools*: Jira, Confluence, Mavenlink
* *Tools/Technologies:* Tableau, GitHub, Google Analytics, APIs, Microsoft Office, Microsoft Outlook, Putty, Appium, Eclipse, Android Studio, XCode, Selenium Webdriver
* *Operating Systems:* Windows 8, 8.1, 10, 11, macOS, Linux
* *Databases:* MySQL

RELEVANT PROJECTS

Credit Risk Analysis
The project finds the probability of a borrower defaulting on debt obligations and factors credit risk can be calculated through regression modelling. Used libraries such as library(tidyverse), library(dplyr), library(ggplot2) in R language.

Analyzing Customer Reviews for improvement of Uber experience
In this research, we are analyzing huge user-generated content which can be used by organizations for their customer engagement strategies. The purpose of this study is to derive insights using app reviews and social media reviews to understand how businesses use feedback for customer engagement strategies. For this project we are using topic modelling in python language.