

DIBYASHA MAHAPATRA

Georgia State University, Atlanta, Georgia

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SUMMARY:

Successful Product Manager with 3-year experience at Bank of America(client) with proficiency in Python, Tableau and various other BI tools. Experience in leading cross-functional teams in the development, documentation performing statistical analysis and delivery of Process Innovation solutions. Awarded by Bank of America client for the exceptional and quick, bug free delivery of the project.

EXPERIENCE

TATA CONSULTANCY SERVICES

Bangalore, India

PRODUCT MANAGER

December 2016 - November 2020

- Worked as a Product Manager with Bank of America(client) in Interactive Voice Response (IVR) with the task of leading the design of reducing the Average Handle Time (AHT) of the callers. Implemented speech and text analytics and decreased the AHT of the callers in IVR by approximately 30%.
- Successfully created an automated self-learning solution in Python that leveraged customer data in identifying possible AHT improvements in areas for better understanding customer issues, eliminating needless steps and normalizing agent resolution guide. Received Employee of the Month Award in a row for three consecutive months.
- Improved Company's customer service by decreasing AHT and implemented real time speech analytics on the client's side which measured client's emotion and satisfaction by scanning voices for tone and sentiment.
- Moreover, helped in reducing the number of repeated calls by 15% by implementing routing algorithm that directed the call traffic efficiently and segmented between top performing Call Centre agents and the ones who were spending too much time on resolving minor issues. Received Star of the Month Award for successful delivery.
- Created many visualization charts in Tableau and Excel and provided powerful insights to management to make a better business decision and handled end to end in depth analysis for business optimization projects.
- Strong experience working in Agile/Scrum Environments and is a certified Scrum master

EDUCATION

Georgia State University, J. Mack Robinson College of Business

Atlanta, GA

MASTERS IN INFORMATION SYSTEMS

Jan 2021-May 2022

- BIG DATA SCIENCE AND ANALYTICS

CMR Institute of Technology

Bangalore, India

BACHELORS OF ENGINEERING [7.7 CGPA/10]

July 2016

ACADEMIC PROJECTS

GDP Analysis

January 2021-February 2021

- Collected the dataset from World Bank and CIA Factbook, performed EDA to identify key metrics, descriptive nature of the data, visualized correlations between features by plotting heat map and scatter plot.
- Use Predictive analytics such as machine learning and data mining techniques to forecast the GDP of 227 countries.

Airplane Passenger Satisfaction Prediction

February 2021-March 2021

- Utilize web scrapping technique to extract and organize the data.
- Developed KNN Model with an AUC of 0.91 which prioritizes the survey entries, where passengers rate the flight experience.
- Used existing pipeline features and derive the categorical survey features to train the model.

TECHNICAL SKILLS

- Programming Languages: Python, R, SQL, HTML/CSS, MYSQL
- ETLTools/Collaboration Tools: Jupiter Notebook, JIRA, R studio, Tableau, Eclipse
- Analytics: NumPy, Pandas, Scikit-learn, Predictive Analytics, Quantitative Analytics
- Certification: Certified SCRUM MASTER

POSITIONS OF RESPONSIBILITY

- Leadership- Served as a President of Associate Engagement Programme (AEP) in TCS. Acted as a Placement Coordinator for Electrical and Electronics branch 2016.
- Volunteering - Active member of Maitree, Corporate Social Responsibility (CSR) division of TCS.
- Public Speaking - Served as MC for several guest lectures organized by EEE department in every semester
- A classical dance and sing enthusiast and participated in various inter college dance and music competition.