

Shivangi Singh

[LinkedIn](#) • [Github](#)

PROFESSIONAL SUMMARY

B.Tech (2024) graduate with strong skills in SQL, Power BI, and Excel, aspiring to build a career as a Data Analyst. Experienced in deriving insights, handling datasets, and supporting data-driven decisions, and actively seeking opportunities in data analytics. Currently working as an Associate Prompt Engineer for the NVIDIA client through Spectrum Consultancy.

EDUCATION

Bachelor of Technology (Information technology) University Institute of Engineering and Technology Kanpur	2020 - 2024 Grade: 74.9%
Intermediate (Class XII) Army Public School Command Lucknow	2018 - 2019 Grade: 76.2%
Matriculation (Class X) Army Public School Command Lucknow	2016 - 2017 Grade: 8.8/10.0

EXPERIENCE

Associate Prompt Engineer October 2024 - Present
Spectrum Consultancy India Private Limited *Remote*

- Evaluated AI content in text, image, and video, achieving full productivity and top-quality standards. Ensured consistent, high-quality outputs across all formats.
- Reviewed reasoning tasks and delivered targeted feedback to boost model performance and accuracy. Improved task evaluation to enhance model reliability.
- Utilized SuperAnnotate and Excel to drive analytics, LLM optimization, and decision-making. Enabled data-driven insights for smarter operational choices.

PROJECTS

Chinook Music Store ([Github](#)) September 2025

- Analyzed 10,000+ customer and sales records using SQL and found important trends such as Rock contributing over 50% of total sales and a 32.43% customer churn rate.
- Identified the top 5 highest-spending countries, top customers who contributed 60%+ of revenue, and customers who purchased from 3 or more different genres to understand buying patterns better.
- Provided clear insights on revenue, customer value, and regional performance, helping select the top 3 albums for promotion and suggesting ideas to improve sales and customer retention.

IT Ticket Analysis ([Github](#)) July 2025

- Analyzed 16 attributes from IT support ticket data (2016–2020) to study 10,000+ ticket records and identified key trends like a peak in ticket volume in 2020 and an average resolution time of 3.5–6 days across all agents.
- Evaluated performance of 20+ IT agents by comparing ticket count, satisfaction rating, and resolution time, identifying agents with up to 21-day delays and 1-star ratings for targeted training and improvement plans.
- Provided insights showing that resolution time increased by 20–30% around 2019–2020, while satisfaction remained high (4–5), leading to a clear recommendation to invest in upgraded ticket management tools rather than hiring new staff.

NeMo-LLM October 2024
Trace Reasoning Evaluation Project –

- Evaluated LLM reasoning traces and Python code to ensure correctness and logical consistency. Improved trace review to support accurate model outputs.
- Assessed outputs for accuracy and problem-solving effectiveness, identifying gaps and errors. Enhanced evaluation methods to reduce inconsistencies.
- Refined and optimized results to enhance reasoning quality and code reliability. Boosted overall model performance and solution accuracy.

CERTIFICATIONS

Machine learning Bootcamp neuron ([Link](#)) February 2023

- Completed a Machine Learning Bootcamp covering data preprocessing, SQL, and ML techniques. Built foundational skills for practical data science applications.
- Gained hands-on knowledge of supervised and unsupervised learning, including regression, classification, and clustering. Applied methods to solve real-world datasets.
- Accessed assessments, resources, and a supportive community to strengthen understanding of ML concepts. Enhanced learning through collaborative problem-solving and practice.

Machine Learning Internship Internshala ([Link](#))

August 2022

- Completed a 6-week online Machine Learning training covering key concepts and techniques. Gained knowledge in data preprocessing, feature engineering, and model evaluation.
- Studied modules including data exploration, preprocessing, regression, dimensionality reduction, decision trees, and clustering. Applied hands-on techniques to sample datasets, and visualized insights using charts and plots.
- Achieved 83% in the final assessment, demonstrating strong grasp of ML fundamentals. Validated proficiency through exercises and real-world case studies.

SKILLS

Computer Languages: SQL, Python, SQL

Data Tools: Power BI, Power BI

Software Packages: Excel, Excel

Soft Skills: Teamwork, Communication Skills

Others: Analytics

EXTRA-CURRICULAR ACTIVITIES

https://drive.google.com/file/d/1yF5KG1PrNU1Do53mTG14mO_MrGM7GU0O/view?usp=sharing

Volunteer — National Service Scheme (NSS) Dates of Involvement (November 2020 – May 2022)

- Conducted evening classes for underprivileged students, enhancing their learning, improving academic performance, and providing mentorship for personal growth.
- Organized awareness campaigns on social issues, educating communities on health, education, and civic responsibilities, and promoting positive behavioral change.
- Collaborated with local communities and volunteers to promote youth participation, support social responsibility initiatives, and drive community development projects.