

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)	2020 - 2024
University Institute of Engineering and Technology Kanpur	Grade: 74.9%
Intermediate (Class XII)	2018 - 2019
Army Public School Command Lucknow	Grade: 76.2%
Matriculation (Class X)	2016 - 2017
Army Public School Command Lucknow	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 Language: SQL

Soft Skill: Communication Skills, Teamwork

Databases & Data Tools: Excel, Power BI

Domain & Business Skills: 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.