
Kashvi Sharma

New Delhi

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BCA graduate with internship experience in machine learning, AI, and data science. Proficient in Python, SQL, and deep learning frameworks, with a strong foundation in data preprocessing and model optimization.

Professional Experience

Teleperformance Operations

09/2025 - present

US logistics process

- Worked with a US-based logistics company, providing customer and business support services.
- Started in the Tier 3 support team, handling complex operational and service-related queries
- Promoted to the Tier 2 department within 3 months based on strong performance and problem-solving skills.
- In Tier 2 (Preferred Associate team), handled direct business queries and high-priority cases.
- Raised investigation requests for shipment, delivery, and service-related issues.
- Managed chargeback-related cases, including documentation review and coordination for resolution.
- Initiated and followed up on refund and chargeback approval requests in line with company policies.
- Coordinated with internal teams to ensure timely resolution, accuracy, and customer satisfaction.
- Maintained compliance with internal processes, quality standards, and SLA requirements.

Skillcraft Technology

08/2024 - 09/2024

Machine Learning Intern

- I applied various machine learning algorithms to real-world problems.
- Developed a kmeans clustering model to segment mall customers based on purchase history, enabling personalized marketing strategies
- Gained expertise in data preprocessing, clustering techniques and python ml libraries

Sofcon India Pvt .Ltd

06/2024 - 08/2024

AI/ML Intern

- Worked on datasets for credit card fraud detection, housing price prediction, and tesla stock analysis using ml models
- Developed a strong understanding of AI/ML techniques

Education

Guru Gobind Singh Indraprastha University

08/2022 - 07/2025

Bachelor's of Computer Applications

Guru Nanak Public School

04/2021 - 02/2022

12th

Projects

Hand Recognition System

- Created a American Sign Language (ASL) gestures system.
- Implemented real time hand detection and optimized model performance
- Tools used : streamlit, teachable machine, tensorflow

Image Classification System

- Implemented deep learning models (Resnet50, VGG16, InceptionV3) for image classification.
- Created a user friendly interface using streamlit for easy interaction.
- Tools used : Tensorflow, streamlit, deep learning models

Key Skills

- Strong knowledge of AI/ML
- Python, Tensorflow, openCv, pandas
- Data visualization (Matplotlib, Seaborn, Power BI)
- Experience with Oracle SQL
- Proficient in Microsoft Office suite (word, excel and outlook)
- Strong communication skills