

SUMMARY

People-focused Operations SME and Team Lead with experience managing a 35-member remote team and supporting individuals through coaching, issue resolution, stakeholder communication, and process improvement. Skilled at becoming a subject-matter expert in complex systems and translating detailed information into clear, actionable guidance that helps people achieve successful outcomes. With a background in Applied Psychology, research, writing, and communication, I bring a strong understanding of human behavior, relationship building, and customer-centric problem solving. Experienced in handling escalations, coordinating across teams, managing competing priorities, and creating structured processes that improve both user experience and operational effectiveness. Known for empathy, clear communication, and a proactive approach to support, I thrive in remote environments where collaboration, trust, and continuous improvement are essential. I am passionate about helping people navigate challenges, adopt new tools and processes, and achieve their goals with confidence.

WORK

SME/Acting Team Lead, Mustang Project, Innodata India, Jan 2025 - Present

AI/LLM Analyst, Innodata India, Aug 2025 - Jan 2025

Independent AI/LLM Research & Prompt Engineering, Oct 2022 - Jul 2025 : Drafted concise interpretations of SPSS outputs (ANOVA, MANOVA, regression, t-tests) using AI, built prompt templates to auto-generate UPSC study guides and UGC NET; qualifying NET in my first attempt.

Author – Perception of Martial Rape and Attitude Towards Women Based on Degree of Violence, Master's Dissertation, Jan 2023 – May 2023

Intern – Aarunya Mental Health Centre, Oct 2022 – Nov 2022

Author - How Happy Is The Indian Youth, Research Paper, Jun 2021 – Jul 2021

Consequences of Child Abuse, Sept 2019 – Oct 2019

Editor & Contributor - Moon Tide – an anthology, Jan 2019 – Feb 2019

ACHIEVEMENTS

UGC NET (June 2025); **AIR 30** (DUET 2021), **AIR 5** (Pondicherry University), **AIR 15** (HCU), **All-Odisha Rank 3**; CUCET 309/400, qualified TISSNET 2021

IIPA Essay Competition & RDWU University Cup Debate (honoured by Odisha Governor)

EDUCATION

Master's in Applied Psychology - South Campus, University of Delhi – CGPA 8, 2021 – 2023

Bachelor's in Psychology (hons) - Rama Devi Women's University – Overall 8.94, Core Grade E CGPA – 9.33, 2018 – 2021

+2 Bio Science - Loyola School Bhubaneswar – 66.6%, 2016 – 2018

10th Economics - Loyola School Bhubaneswar – 90.33%, 2004 – 2016

