HARSHITA GANTI

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EDUCATION

Mahatma Gandhi Institute of Technology
Master of Technology - AI — Oct 2025 - Oct 2027

Gurunanak Institions Technical Campus
Bachelor of Technology- IT — Jun 2019 - Jun 2023

WORK EXPERIENCE

ServiceNow — Hyderabad, India
Content Data Analyst — Aug 2023 – Feb 2025

• Standardized and structured raw network discovery data to ensure accurate software asset identification for effective license management.
• Developed and maintained a comprehensive software library, enhancing data integrity and consistency for IT Asset Management (ITAM).
• Analyzed and processed high-volume customer data, mapping software assets to the correct entities and creating precise normalization rules.
• Authored and updated ITAM knowledge base documents, streamlining content management and improving operational efficiency.
• Conducted extensive research on software titles, publishers, versions, and editions, continuously enriching the ITAM content library for ServiceNow customers.

PROJECTS

INTELLIGENT ACADEMIC RESEARCH ASSISTANT USING RAG AND KNOWLEDGE GRAPHS

• Developed an intelligent academic research assistant using Retrieval-Augmented Generation (RAG) to retrieve relevant information from research papers and generate context-aware responses.
• Integrated Knowledge Graphs to represent relationships between research papers, authors, topics, and concepts, enabling more structured and accurate information retrieval.
• Designed a system to help students search, understand, summarize, and explore academic literature, reducing the time required to find relevant research information.

BRAIN TUMOR DETECTION IN MAGNETIC RESONANCE IMAGES

• Developed a brain tumor detection system using EfficientNet and CNN, fine-tuned with transfer learning for accurate MRI analysis.
• Applied image preprocessing techniques, including normalization, resizing, noise reduction, and data augmentation, to enhance model performance.
• Achieved 95%+ accuracy, supporting timely and informed diagnosis of brain tumors.

REAL TIME EMOTION RECOGNITION

• Developed a real-time emotion recognition system using CNN architectures, including VGG16 and ResNet, for accurate facial expression classification.
• Trained and evaluated the model on diverse datasets, achieving up to 90% accuracy in emotion recognition.
• Designed the system for real-time analysis of video frames and images, enabling potential applications in interactive and human-computer interaction systems.

ADDITIONAL

Technical Skills: Proficient in Python, C, HTML/CSS; Advanced in Machine Learning, Deep Learning, NLP, Generative AI, LLMs, RAG, and Knowledge Graphs; Proficient in TensorFlow, PyTorch, Scikit-learn, Pandas, and NumPy; Familiar with ServiceNow, Tableau, Excel, Azure, and Git.

Languages: English — Fluent Proficiency; Telugu — Native Proficiency

Certifications & Training: Agentic AI Certified Foundations Associate (Oracle)**,** Software Developer Internship (Exposys Data Labs); Complete Python Bootcamp (Udemy); Azure Cloud Computing (Verzeo)