

SHWETA AGARWAL

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EDUCATION

Massachusetts Institute of Technology

School of Engineering & Sloan School of Management

Cambridge, MA

08/2016 – 01/2018

Candidate for M.S., System Design and Management, Jan 2018 | CGPA 4.5/5

- Active member of Technology, Product Management, FinTech, and Entrepreneurship and Innovation clubs
- Project: Designed image recognition tool for restaurants to identify customers, their emotion and fetch their food preferences from past records, enabling personalized services to the right customer at the right time
- GMAT: 720

Indian School of Business (ISB)

Post Graduate Programme in Management (M.B.A.)

Hyderabad, India

2013 - 2014

- Concentration: Information and Technology Management; Marketing
- Events Coordinator, Women in Business Club; Lead Coordinator, Business Technology Club

Galgotias College of Engineering and Technology

Bachelor of Technology, Electronics and Communication Engineering

Greater Noida, India

2005 - 2009

- Graduated 1st / 125 students in my department & among top 5% of university B.Tech batch of ~26,000 students

EXPERIENCE

Axis Bank

Mumbai, India

India's leading private bank, offering a wide range of consumer and corporate banking services; annual turnover: \$6.2B

Senior Manager, IT - Technology & Digital Innovation Group

05/2014 – 02/2016

Innovation Management and IT Strategy - CIO Advisory

- Handpicked by the senior management to devise digital transformation strategy; conducted competitor analysis and liaised with industry experts to constitute I.D.E.A. team to make digital innovation a core competency for the bank
- Analyzed user needs and presented applications of natural language processing, artificial intelligence and blockchain technologies in virtual assistance, personalized customer experience and payments innovation at the bank
- Managed setting up of Innovation Lab with in-house incubation center and accelerator program for new start-ups

New Product Design/Co-creation and Data Analytics

- Led team of 12 people to build digital wallet 'LIME' app by evaluating market trends, gathering requirements and developing features, resulting in >1M installs and ~\$4.6M value of wallet load in 3 months of launch
- Designed and developed user journey, product features and technical implementation plan for the instant personal loan on mobile app, resulting in 11,000 loan accounts creation and disbursal of ~\$5.2M
- Implemented multiple big data initiatives using Hadoop and Google Analytics, enabling location based personalized offers to customers, and 90% of time reduction in transactions tagging
- Conceptualized and launched service package 'Happy Holidays' which included forex, travel insurance, trip assist, dining delights and international sim to tap Indian globetrotters. It won bronze amongst 469 nominees from 261 banks in the EFMA International Innovation Awards (marketing & distribution) under customer experience category

Tata Consultancy Services

Gurgaon, India

Asia's largest IT Services, Business Solutions and Outsourcing organization; annual turnover - \$16.5B

Systems Engineer, IT Infrastructure Services

01/2010 – 03/2013

- Chosen ahead of 15 team members to drive due-diligence phase by serving as liaison between business and technical teams, enabling ~\$5M deal sign-off from the UK based automobile manufacturing client
- Automated the process of health check and monitoring of environment using Six –Sigma strategy, reducing 25% of man-hours and achieving cost saving of \$50,000 for the UK Retail client
- Spearheaded scoping & monitoring of the Service Level Agreement (SLA) by designing a customized IT Solution for tracking knowledge transfer from client, ensuring project compliance by meeting both internal & market SLAs

Rimjhim Ispat Ltd

Unnao, India

India's leading stainless steel producer, melting capacity 300,000 MT/annum, annual turnover \$110M

Sales Engineer

07/2009 – 12/2009

- Led the sales function which resulted in building new client base of 5 companies and order book value of \$100,000

ADDITIONAL INFORMATION

- Technical Skills: JMP13, R, Tableau, Python, HTML and JavaScript
- Volunteer CRY since Jul'12: organized street play & educated people on zero tolerance towards violation of child rights
- Avid swimmer and dancer