HARSHIT KETAN JHAVERI

4312 Rowalt Drive #202 | College Park, MD 20740 | (301) 318-2744 | harshit.jhaveri@rhsmith.umd.edu

EDUCATION

Robert H. Smith School of Business, University of Maryland, College Park, MD

Master of Science - Information Systems (GPA: 3.7)   **Dec. 2016**
- **Coursework** - **Business** - Strategic and transformational IT, Business Process Analysis, Enterprise Architecture
  - **Analytics** - Data modelling, mining and predictive analysis, Big data, Decision Analytics

University of Mumbai, Mumbai**,** India

Master of Computer Applications - MCA   **Jun. 2012**
- Self-financed graduate program by working as a Business Analyst at Palsan Business Services

Bachelor of Science – Information Technology – BS   **May 2009**

PROFESSIONAL EXPERIENCE

EagleForce Associates Inc, Herndon, VA

Business Analyst Intern – Healthcare Industry   **May 2016-Aug. 2016**
- Evaluated business processes and gathered requirements for Medication Therapy Management as published by CMS
- Developed strategy to provide Precision Medication suggestions based on patient insurance, pharmacy transactions and overall profile reducing Patient's Out of Pocket Cost improving medication adherence by 30% and minimizing insurance claims by 40%
- Recommended frameworks and conducted risk analysis to develop predictive model for calculating patient Health Risk Score, Revisit Score and Cost Class classification based on Pharmacy NDC transactions and Insurance claims data with 99.6% accuracy

Credence Analytics (I) Pvt Ltd, Mumbai, India

Software Consultant – Banking and Financial Services Industry   **Sep. 2012-Jun. 2015**
- Analyzed and consolidated client specifications and requirements to prepare software solution documents for managing product delivery through the SDLC; boosting customer feedback and satisfaction by 30%
- Formulated process flow diagrams and work breakdown structures for complex tasks increasing process efficiency by 20%
- Designed the database schema, developed a data extraction and transformation tool to enable data warehousing using Oracle
- Planned, designed and consulted on feasibility analysis, risk profiling matrix for architecture framework design from client-server to web platform discounting processing time by 60%
- Managed and supervised resource allocation and scheduling for a team of 3-5 junior consultants on several projects over 2 years

Palsan Business Services, Mumbai, India

Business Analyst – Enterprise Resource Planning systems   **Jun. 2010-May 2012**
- Analyzed business requirements to build functional requirement documents and process flow diagrams
- Prioritized user stories to design conceptual prototypes and mock ups for user interface, data entry screens and statistical reports

ACADEMIC PROJECTS

- Market Analysis: Conducted detailed market analysis, identified core competencies, company positioning and competitive advantage to recommended strategy for improved profitability and market share for the Travel & Hospitality Industry
- Technology Consulting: A data security, infrastructure risk and market feasibility analysis for the Ethiopian telecom industry
- Agile Methodology: Managed a 3 Sprint student benchmarking & rating review portal for a live client (FEA) as a SCRUM Master

PUBLICATIONS & CERTIFICATIONS

- Cloud Computing: Emergence, Evolution and Future in India   IJSER: ISSN 2229-5518 – Volume 005 Issue 6
- Database Management: A Performance and Tuning Perspective   IJCIT: ISSN 2279-0764 – Volume 003 Issue 5
- Certified Business Analytics professional specialized in Customer & Operations Analytics from the Wharton School of Business
- Certified Business Strategy and Market Analyst from the Darden School of Business

LEADERSHIP EXPERIENCE

- Led and managed workshops as committee member of Computer Society of India (CSI) Student Cell during 2009-2011
- Led operations for *Toybank*, an NGO helping underprivileged children by setting up monthly toy distribution drives and libraries

TECHNICAL SKILLS

- Operating System: Windows, Linux
- Web Technologies: HTM, JavaScript, JQuery, JSON, XML, CSS
- Reporting & Testing Tools: Crystal Reports, BIRT 4.2, QTP
- Programming: C, C++, C#, Java, PHP, Python, .NET
- Database: MS SQL Server, Oracle, MySQL, PL/SQL
- Data Analytics: R, SPSS, Hadoop, Tableau
- Miscellaneous: MS Office, MS Visio, MS Project, MS SharePoint, StatTools, Lucid Charts, Solver, UML, @Risk