Wilma Dsouza

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EDUCATION

Robert H. Smith School of Business, University of Maryland **December 2016**
Master of Science in Information Systems **Current GPA: 3.78/4.0**
Coursework and Projects:

- *Business Process Analysis* – Agile, SDLC
- *Managing Digital Business Markets*
- *Data Models and Decisions* – StatTools, PrecisionTree, SolverTable, @Risk
- *Database Management Systems – SQL Server*
- *Project Management in Dynamic Environments*

University of Mumbai, India **June 2012**
Bachelor of Engineering, Computer Engineering **Graduated in top 25% of class**

EXPERIENCE

Tata Consultancy Services, Chennai - India **January 2013 – July 2015**
System Engineer

- Elicited storage requirements from clients, collaborated with different teams to allocate storage, which was directed towards minimizing work hour efforts by 50% and simplifying the process.
- Interfaced with business owners, consolidated space requirements, developed backup plans, created change requests, and executed over five SAN Copy migrations to move data from Clariion to VNX frames.
- Oversaw knowledge transfer sessions, delegated tasks and mentored five new hires.
- Exceeded client expectations with regards to completing SLA deliverables within specified timelines.

AWARDS

- Awarded *'On the Spot Award'* for demonstrating initiative in responding to an ad hoc storage allocation request. (2013)
- Won *'Team Delivery Excellence Award'* for contributing to the expedition of a data center relocation, resulting in 90% of business deliverables being met. (2013)

Robert H. Smith School of Business, University of Maryland

Online Peer Review Website – Product Owner **March 2016 – May 2016**

- Analyzed requirements from the stakeholder, coordinated between the stakeholder and Scrum team, and oversaw the creation of the website.
- Prioritized user stories by leveraging technical and business knowledge.

Predicting Movie Ratings **March 2016 – May 2016**

- Predicted patterns in movie ratings based on predictor variables such as gender, age, occupation, and geographical location of reviewers by collaborating with a team of four members.

Customer Care Management System **October 2015 – December 2015**

- Evaluated business functions and transactions, formulated the Entity Relationship Diagram (ERD), designed the relational schema, normalized the logical schema, and built the website using Salesforce.
- Implemented SQL DDL, DML statements, and SQL SELECT in Microsoft SQL Server.

ADDITIONAL INFORMATION

CERTIFICATIONS:
Google Analytics Individual Qualification **August 2016 – February 2018**

LEADERSHIP OPPORTUNITIES:
Smith Master Student Association Ambassador (SMSA): Organized networking and cultural immersion events targeted at increasing engagement and strengthening student community.

SOFTWARE SKILLS:
Technical Skills: SDLC, Agile (Scrum)
Tools & Platforms: SQL Server Proficiency, Visio, UML, Linux, Windows, Salesforce, Dreamweaver, Tableau (Beginner), EMC products (Open Replicator, SAN Copy), MS Excel Proficiency, Big Data tools (Hadoop, Pig, AWS)
Programming Languages: HTML, CSS, R, Java