

Krishna Lala

Analytics and Decision Support Extern - 1800flowers.com

Albertson, NY

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Willing to relocate to: Boston, MA - Jersey City, NJ - Silicon Valley, CA

Authorized to work in the US for any employer

WORK EXPERIENCE

Analytics and Decision Support Extern

1800flowers.com - April 2015 to Present

Generates monthly report using KPI reports and Weekly Summary Reports

- Uses SAS to generate data reports
- Runs reports to test email campaign results
- Uses data generated from website entries to determine most efficient purchase points

National Northern Regional Director

SIGMA SIGMA RHO SORORITY INCORPORATED - August 2014 to Present

Chapter Vice President (January 2012- January 2013), National Council Representative (September 2013 - June 2014)

- Elected National Sister of the Year in 2013
- Serves as a liaison between National Executive board and Active and Alumna members
- Organizes regional programs: Academic Study Hours, Professional Development Training
- Raised money for philanthropic causes: American Cancer Society, SAALT

Analytics Intern

The Brooklyn Nets and Barclays Center - January 2015 to April 2015

Created reports in Microsoft Excel on departmental request basis

- Migrated reports to SQL
- Sliced raw data to extract useful information to assist company's retention rates
- Developed data to support Brooklyn Nets and Barclays Center marketing campaigns

Independent Beauty Consultant

Mary Kay Inc - December 2014 to April 2015

Marketed Mary Kay products in a Peer-to-Peer manner

- Controlled inventory
- Connected with potential recruits and clients

Tech Coach

Barclays Center - November 2014 to April 2015

Marketed custom mobile applications

- Assisted customers with Wi-Fi connections, seat upgrades and other Arena Amenities

Information Technology Intern

The Brooklyn Nets - September 2014 to December 2014

Provided level one technical support to customers in person and through a ticketing system

- Created help desk documentation with step by step instructions on problem resolving techniques
- Installed operating system, software, antiviruses and patches via Ghost Imaging software

Teaching Assistant

Kumon Learning Center - Albertson, NY - January 2011 to September 2014

Team Leader

AMERICAN CANCER SOCIETY'S WALK AGAINST BREAST CANCER - August 2013 to November 2013

Organized a team of over 50 people

- Raised \$2500 through fundraisers at public events
- Kept relations with representatives of the American Cancer Society

Sales Associate

Michael's Arts and Crafts - Manhasset, NY - September 2013 to October 2013

Operated Point-of-Sales software to process returns and exchanges for customers

LEADERSHIP

Teaching Assistant

Kumon Learning Center - Mineola, NY - October 2010 to December 2010

Personally instructed K-12 students in mathematics and reading

- Entered student data information into customized database

EDUCATION

Bachelor of Science in Information Technology

ST. JOHN'S UNIVERSITY - Jamaica, NY

July 2015

ADDITIONAL INFORMATION

SKILLS

Applications: Microsoft Office, AutoCAD, Eclipse, Greenfoot, Ghost Imaging, CRM, SAS

Programming Languages: Java, Unix/ Linux Fundamentals, SQL

Spoken Languages: English, Gujarati, and Hindi