

Summary

Multi-skilled professional motivated to engineer adaptable and improved solutions for business and enterprise of the future

Work Experience

Business Analyst, Tavant Technologies Inc., Santa Clara, CA (May '15- Present)

- Managing product support activities across multiple deployments/clients and developing solutions for warranty management
- Publishing system support dashboard, system usage reports etc. Developing in-depth understanding of warranty products (enterprise platform based on J2EE stack and Force.com based warranty product) and business domain
- Coordinating and managing support activities along with the offshore team and tracking high priority and critical deliverables
- Writing white papers on products, developing industry case-studies, and showcasing system expertise for new analytics and data visualization capabilities

Graduate Research Assistant, Big Data & Business Analytics Group at Wayne State University, Detroit, MI (Aug '14- Dec'14)

- Developed a framework and solutions overview of Wayne State University's predictive analytics initiative for student success and retention
- Formulated cohorts of incoming student data. Wrote elaborate SQL queries, identified mapping of crucial entities across various systems, and unstructured datasets to create a cohort database to run analytics
- Utilized packages in R and Matlab to visualize and identify correlation between attributes of analytics database
- Conceptualized integration of AWS Redshift and Tableau for future data visualization requirements

Consultant, Advanced Technology Group (atg), Missoula, MT (Oct '12- Mar'14)

- Engaged in full life -cycle of client facing consulting engagements, extending from business systems strategy to post-implementation services
- Liaised with groups in multiple business functions to improve performance and operations. Drove similar initiatives for B2B and B2C clients by re-engineering and automation of existing processes and execution of business logic by utilizing BPM engines
- Ensured regulatory compliance to processes and procedures by business process audits, custom reporting, and data visualization skills
- Designed solutions and developed system requirements for many SaaS platforms within the revenue recognition, Lead-to-Cash domain

CRM & Operations Analyst Intern, Prysm Inc., San Jose, CA (June '12- Oct'12)

- Constructed supplier's process capability model, and provided analytical support to SQE and engineering teams
- Integrated Service cloud with RMA process. Generated documentation and job aides/SOPs for customers
- Introduced and implemented Salesforce service cloud. Automated services operations by hands-on development in Force.com

Six Sigma Process Improvement Intern, Catholic Health System, Buffalo, NY (Jan'11- May'11 & Aug '11- Dec'11)

- Facilitated Electronic Data Management (EDM) integration by optimizing business processes at CHS a major regional healthcare provider
- Mapped workflow for old and new case process handling methods by charting techniques. Forecasted new storage volume requirements, paper inventory and costs using Winters forecast model and ARIMA
- Identified congestion in patient flow by mining for anomalies and analysis of variance in patient data. Formulated KPIs and requested metrics for Clinical Documentation Effectiveness Initiative (CDEI) Six Sigma Project in compliance with Medicare's condition code 44 criteria

Project Trainee, Larsen & Toubro - ECC Division, Unit Systems Marketing Dept., Mumbai, India (Jul'10 - Aug'10)

- Achieved business potential of \$250 million for 2015 planning horizon for company's Industrial Utility high-power Hydrogen Fuel Cell projects by researching, retrieving, analyzing, and presenting business intelligence data from SAP BO and business publications
- Assisted in competitor analysis and bid loss analysis for engineering and construction projects

Education

- MS, Industrial & Systems Engineering, GPA 3.6/4.0, **Wayne State University, Started May 2014 – Dec 2015 (expected)**
- BS, Industrial Engineering, GPA 3.1/4.0, **SUNY University at Buffalo (UB), Jan 2008 – June 2012**

Skill & Platform Experience

6 Sigma, Analytics Lifecycle, Optimization, Forecasting, BPM, Compliance, Recurring Revenue and Subscriptions Models, E-Commerce, SaaS, CRM

Enterprise Systems: Salesforce.com CRM, Amazon Web Services (familiar), Tableau, Oracle CPQ, APTTUS, DocuSign, Conga

Programming & Modeling: SQL, SOQL, C++, MS Excel, Apex & Visual Force, a familiarity with Big Data Toolkits, PIG, HIVE, ECL (Alternate to Hadoop PIG from LexisNexis)

Machine Learning and Statistical Packages (starter): Matlab, R, Minitab, Rapid Miner

Certifications

- **Salesforce.com: Force.com Developer (WI13)**, Nov 2012; **Administrator (SU13)**, Jul 2013; **Service Cloud Consultant (WI14)**, Jan 2014
- **Six Sigma: Green Belt**, May 2015
- **EMC: Data Scientist Associate (EMCDSA)**, Apr. 2015 (Expected); Data Lakes for Big Data (FBDL), June 2015
- **CPQ: Oracle BigMachines Certified Yellow and Blue Belt**, Feb. 2014; **APTTUS Quote-to-Cash Certified**, May 28th, 2014
- **LexisNexis: HPCC for Managers**, May 22nd, 2014; **Intro to ECL**, May 20th, 2014; **Intro to THOR**, June 4th, 2014; **Advanced ECL**, Feb. 24th, 2015