Garima Chandra

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EDUCATION

Northwestern University *– Evanston, IL* || **Master's in Information Technology, GPA: 3.9**
Relevant Coursework*:* Product Management, Data Analysis, Marketing Strategy, Human Computer Interaction, Data Science for Business Intelligence, Financial Management
Coursework (Kellogg School of Management)*-* Strategy Beyond Market, Commercializing Innovations
R.V. College of Engineering *– India* || **Bachelor's in Information Technology**, **GPA: 4.0**   **July'16**

SKILLS

- **Tools:** SAP, JIRA, DellBoomi, Adobe Photoshop, Figma, Tableau, Power BI, Microsoft Excel, Confluence
- **Languages:** R, Python, HTML5, CSS, PHP, JavaScript, SAPUI5, SQL

WORK EXPERIENCE

Unilever – India

Technical Project Manager   **Jan'19 - Jul'19**
- Led cross-functional teams of 16 members to migrate 500+ customers to an iPaaS cloud tool.
- Developed project roadmap, release plans and project milestones for cross-functional teams.
- Assisted in product design and performed requirement gathering workshops with key stakeholders.
- Implemented hybrid SDLC model and managed the project progress using JIRA tool.

Subject Matter Expert (SAP- Sales & Distribution)   **Jan'17 - Dec'18**
- Ideated, owned and managed scalable product features using data analysis and customer feedback saving around 500GB of database space.
- Slashed turnaround time of service requests by 40% by designing Robotic Process Automation solutions.
- Minimized issue analysis duration by 20% by designing an auto-detection alert system.
- Reduced ticket count by 15% by developing customized user programs and implementing Cloud-based Knowledge Repositories.

IT Executive Trainee   **Jul'16 - Dec'16**
- Designed the front-end transportation portal for OTM and Unilever supply chain using SAPUI5.
- Automated the internal Search Engine Optimization auditing dashboard.

PROJECT EXPERIENCE

B2B Migration:
- Designed project plan in several phases by prioritizing customer availability and technical feasibility for successful and on-time delivery.

SAP Archiving model:
- Automated the manual archiving process to correct the erroneous documents and archive them using RPA.

Unilever Immune System:
- Analyzed historical data of customer and system issues using Tableau and Power BI.
- Created a functional design document to develop an auto-alert immune system in SAP.

Service Request Automation:
- Coordinated with Stakeholders and development team to automate service requests across different regions to reduce manual efforts and improve turnaround time.

ACADEMIC PROJECTS

Northwestern University- Illinois   **Sep'19 - Mar'20**
Student Fund: *A web application to provide a low-interest university backed and angel investor funding to students.*
- Ideated the product and designed the Go-To-Market Strategy.
- Gauged customer pain points through user research and hypothesis testing of 200+ customers.
- Discovered a target market of 43 million and generated competitive positioning using market research.
- Developed End to End customer walkthrough using High Fidelity interactive wireframes.
- Created in-depth Market Research, Product Research Document and Pitch deck for this product.

Graphenom: *A patented graphene-based hair dye product.*
- Created focus groups and interviewed 100+ customers and industry experts for hypothesis testing.
- Developed a start-up Business Model and Go-To-Market strategy.
- Discovered a niche target market of $2.2 Billion.

CERTIFICATION

- ITIL (Information Technology Infrastructure Library)- Foundation   Aug'17
- DASA DevOps Agile Skills and Fundamentals   May'19