Gayathri Satya Sreevalli Penmatcha

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SUMMARY

- Results-driven professional with 3+ years of experience in business analysis, operations management, and customer service, skilled in optimizing procurement workflows, managing vendor relationships, and leading teams to improve operational efficiency by up to 15%.
- Proficient in data analysis and reporting using SQL, Excel, Tableau, Python, and enterprise tools like JIRA and ServiceNow, with a proven ability to translate complex data into actionable insights that enhance customer satisfaction and business performance.
- Currently pursuing an MBA focused on strategy and project management, combining strong leadership, communication, and problem-solving skills to contribute effectively to sales, procurement, account management, and operations leadership roles.

EDUCATION

Master of Business Administration   July 2024- September 2025
University Canada West, Vancouver, Canada   (Expected)
Bachelor of Technology in Computer Science Engineering
Sagi Ramakrsihnam Raju Engineering College, Bhimavaram , India.   September 2018- August2022

TECHNICAL SKILLS

Productivity & Visualization:	Microsoft office Suite (Excel, Word, Outlook)
ERP Software:	SAP
Data Analysis & Collaboration:	Tableau, Microsoft Excel, SharePoint
Project & Issue Tracking Tools	JIRA, Confluence, ServiceNow
Microsoft Office Platforms:	Amazon AWS, EC2, Hadoop, Google Collab
Languages & Databases:	Python, Java, MYSQL
Libraries:	NumPy, Pandas, Matplotlib
Environment:	JupyterNotebook , PyCharm, MATLAB

PROFESSIONAL EXPERIENCE

Client Advisor (Part Time)- Australian Boot Company, Vancouver   Sept 2024- Present
- Managed online and in-store customer orders, ensuring accurate fulfillment and smooth coordination between inventory and sales teams.
- Delivered personalized product recommendations, improving customer satisfaction and contributing to a 15–20% increase in repeat business.
- Exceeded monthly sales targets by 25% through strategic upselling, relationship-building, and in-depth product knowledge.

Business Analyst Intern – Saptharishi Solutions, India   Oct 2022 – Jan 2024
- Analyzed procurement and workflow processes to identify inefficiencies, leading to a 15% improvement in operational efficiency.
- Created dashboards and reports that supported data-driven decisions, enhancing customer satisfaction and business performance.

Programmer Analyst Trainee Intern - Cognizant, India   Feb 2022 – Sept 2022
- Contributed to the development and maintenance of enterprise systems, enhancing internal workflow efficiency and interdepartmental data accuracy.
- Collaborated with cross-functional teams to gather requirements and deliver system enhancements, showcasing adaptability and problem-solving under tight timelines.

Operations Manager - *Indian Oil Corporation (Sri Sai Balaji Filling Station), India*   Jan 2020-Aug 2022
- Led a team of 10 to optimize fuel inventory management and vendor scheduling, reducing stock shortages by 15% and improving operational flow.
- Resolved customer issues promptly while mentoring staff, boosting customer satisfaction scores and increasing repeat business by 20%.

PROJECTS

Customer Data Analytics Dashboard
- Created an interactive dashboard during Business Analyst internship to track customer order trends and sales performance using Excel and Tableau. Enabled the sales team to identify key growth opportunities and optimize product promotions.

Inventory Management System Development (Capstone Project)
- Led the development of a web-based inventory management system during B.Tech final year project, improving tracking accuracy and stock replenishment processes. - Utilized Python and MySQL to automate inventory updates and generate real-time reports.

Revenue Forecasting Model
- Developed a time-series forecasting model using Prophet with <10% error margin, enabling accurate quarterly revenue projection and improving financial planning. Provides finance and leadership teams with accurate, data-driven forecasts for planning.

Customer Segmentation Using Clustering
- Implemented RFM-based customer segmentation using K-Means clustering, boosting email campaign ROI by 25% through targeted outreach. Supports precision marketing, improves campaign performance, and increases customer retention.