Kajanpreet Kaur Randhawa

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Projects overview: https://kajanpreetkaurrandhawa.github.io

WORK EXPERIENCE

Senior Change Management Specialist, goeasy Inc.   *June, 2021 - Present*

- Identified, evaluated and implemented new functionality within the company's credit decision engine.
- Independently conducted UAT test planning, preparation and execution to test the functionality of credit decision engine changes. Executed set of regression tests that validate rulesets and calculations.
- Successfully deployed 7+ product and pricing optimization and credit model optimization changes that are expected to drive $80million+ in annualized incremental NPW.
- Drafted test cases for validation in production environment. Provided post-deployment support and validation of applications.
- Executed monthly customer contact campaigns for lending and leasing business units.
- Performed data analysis on various metrics of customer contact campaigns which helped in implementing changes to existing processes that resulted in 7.8% credit conversion in a month (up by 1.4% from previous month).
- Prepared and analyzed monthly conversion reports of lending business to provide insights on the business growth in terms of net present value written, origination amounts, leads and credit converted.
- Utilized SAS and procedural SQL to access data using complex joins, aggregate and grouping functions.
- Identified various existing production bugs and worked with cross-functional teams (IT, UAT, EDW) to triage production issues and conduct investigations.
- Acted as a liaison to facilitate effective communication between vendor team and development teams to ensure seamless collaboration.
- Developed and maintained technical and process flow documentation for knowledge transfer to broader Risk Team and for training purposes of new hires.
- Provided inputs on updating data mapping documentation.

Skills : SQL(queries, complex joins, macros, aggregate, grouping), SAS, SharePoint, Excel (Pivot tables, VLookUp), MS Visio, business documentation, data analysis, detail-oriented mindset, reporting, basic Python

Chief Returning Officer, University of Waterloo   *Feb, 2020 - Aug 2020*

- Conducted detailed analysis of proposed changes to the voting platform, including problem evaluation, business impact assessment, and identified solutions for conducting Board of director elections and referenda based on GSA policies and by-laws.
- Carried out Change Management to change the deliverable schedules; approved the changes from concerned stakeholders and board members. Worked with key stakeholders to analyze the impact of policies and processes before implementing any change.
- Managed election data and student data (combined more than ~4500 row data), performed data mining and cleaning to provide accurate election results based on a data-driven approach.
- Developed election and referendum reports based on election insights and presented to stakeholders.

Skills : Stakeholder communication, reporting, data analysis, MS Excel

Senior Analyst / Senior Software Engineer, Capgemini   *Sep, 2018 - Aug, 2019*

- Collaborated on the SDLC training project (RESTful web service application); translated business requirements into use cases and user stories.
- Involved in creating test data in SQL and implemented numerous SQL queries including joins and subqueries for data retrieval.
- Developed complete and efficient test cases during sprints to ensure the end product (web app) works efficiently.
- Facilitated daily standups (or daily scrums) to avoid scope creep. Ensured the user stories contain testable product requirements while working in an AGILE team.
- Troubleshoot and resolve various technical errors/issues.
- Selected to work upon Blockchain project after completion of training project.

Skills: SDLC, user stories, scrum meetings, SQL, AGILE, test cases

System Application and Integration Lab Intern, STMicroelectronics, India   *Jan, 2018 - Jul, 2018*
- Partnered with a cross-functional team to automate manual tests using Python script, saving time by ~75%. Executed the automated test script to record results.
- Collaborated on product release. Tested hardware and software of the product, developed release documents, web release pages and user guides by demonstrating strict adherence to the style guide.
- Reviewed user manuals of STM32 Nucleo Board and requirement plans to ensure correct interpretation of the project scope. Successfully executed FTP commands on IAR Workbench.
- Assisted in designing and developing reports and presentation templates for senior management.
- Prepared Bill of Material (BOM), how-to guides of projects for easy understanding to incoming interns.
Skills: Testing, Python script, document templates, technical documentation

PROJECTS AND LEADERSHIP EXPERIENCE

Risk Manager, Teachers Without Frontiers (TWF)   *May 2020 - Aug 2020*
- Developed project plan, progress report, project schedule, risk register and effectively managed stakeholders.
- Managed the project roadmap throughout the project life cycle in collaboration with Project Manager.
- Managed project requirements using JIRA; identified positive and negative risks, assigned severity (1-5), analyzed impact and identified potential solutions to mitigate those risks.
- Assisted in Change management and Quality management of ~200 deliverables. Conducted quality reviews to ensure high quality of the deliverables.
Skills: JIRA, Business documents, status reports, presentations, MS Word, MS PowerPoint, Excel

EDUCATION

University of Waterloo, Canada,   *Sep, 2019 - Dec, 2020*
- Master's in Electrical and Computer Engineering
- Graduate Certificate in Business and Entrepreneurship

Thapar Institute of Engineering and Technology   *Jul, 2014 - Aug, 2018*
- Bachelors in Electronics and Communication Engineering

CERTIFICATIONS AND AWARDS
3 Quarterly Risk and Analytics Awards (March 2022, Aug 2022) - goeasy Inc.
Certifications: Business Analysis Foundations; Tableau Essential Training (2020.1)