

SAVITHA SURESH KAMATH

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PROFESSIONAL SUMMARY

Detail-oriented postgraduate in Business Information Systems with over 4 years of hands-on experience in managing Cloud infrastructure (SRE), Business Analytics, Project Management and Research. Proven track record of effectively leading IT projects, ensuring meticulous attention to data quality while adhering to SDLC principles.

EDUCATION

University College Cork <i>MSc. Business Information Systems (2:1 honors)</i> Specialization - Enterprise Business Intelligence, Database Analysis and Design, IT and Data Governance.	Cork, Ireland 2022-2023
Visvesvaraya Technological University <i>B.E. Electronics and Instrumentation Engineering (First Class with Distinction)</i> Thesis – Intelligent Air Pollutant Vehicle Tracker System Using GSM and GPS.	Bengaluru, India 2015-2019

WORK EXPERIENCE

Version 1 Research Intern <ul style="list-style-type: none">■ Spearheaded a crucial research project in agriculture sector, overseeing stakeholder interviews, product analysis, and advanced data techniques, culminating in a strategic roadmap for integrating IoT and predictive analytics.■ Facilitated weekly discussions with Version 1 mentors to refine project goals, scope, deliverables, success metrics, and resource allocation, while conducting qualitative research through semi-structured interviews to analyze farming practices and IoT adoption.	Cork, Ireland Jan 2023- Oct 2023
LTIMindtree Senior Business Analyst (Client: Fitch Ratings Pvt Ltd) <ul style="list-style-type: none">■ Collaborated with the PM to refine stories for enhancements, upgrades, and new site launches across three regions (US, UK, ANZ).■ Orchestrated cross-functional efforts, achieving a 95% client satisfaction rate by designing A/B tests to boost website click-through rates.■ Demonstrated strong Associate Product Owner skills, leading to a 20% increase in team efficiency and mentoring team members in business case generation and sprint activities.■ Spearheaded team efforts as Team Lead, coordinating sprint activities, generating weekly metrics, and serving as Process Quality Facilitator, managing project documentation and external audits.	Bengaluru, India Sept 2020 - Aug 2022
Senior Cloud and Infra Services <ul style="list-style-type: none">■ Led and coached an 8-member team to optimize productivity and performance, achieving 100% compliance with ITIL foundation principles among junior associates.■ Proficient in AWS services (EC2, Lambda, RDS, DynamoDB, S3, EBS, VPC, IAM) and ITSM ticketing systems, ensuring prompt issue resolution within SLAs.■ Implemented incident management processes, authored knowledge articles, and conducted problem record audits, reducing manual effort by 30% and improving task completion speed by 20% through Linux-based automation scripts.■ Reviewed 90+ change records, conducted pre-implementation testing, and resolved 1500+ incidents and PagerDuty alerts, resulting in a 25% improvement in system uptime and application reliability/performance.■ Provided exceptional customer service through incident resolution, monitoring cloud performance metrics to identify and resolve issues proactively, resulting in improved end-user experience and system uptime.	Oct 2018 – Mar 2020

ADDITIONAL INFORMATION

- **Tools and Technologies:** Excel, PowerPoint, MySQL, Microsoft SQL, PostgreSQL, MongoDB, Power BI, Tableau.
- **Software Development:** Python, GitHub, Docker, Bash Scripting, Bamboo, Jenkins.
- **Project Management:** JIRA, SharePoint, Agile Methodology, Scrum, Release Management.
- **IT Service Management (ITSM):** Configuration Management Database (CMDB), BMC Remedy, ServiceNow.
- **Languages:** English (IELTS 7.5), Hindi (Native).
- **Certifications:** Prince2 Project Management, Google Project Management, Google Data Analytics on AWS.
- **Hobbies:** Cooking, Yoga, Badminton