

SAYALEE LANJEWAR

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PROFILE SUMMARY

Data-oriented professional with 4 years experience in B2B products in finance industry and expertise in problem solving, data analysis, visualization, project management and agile. Strong leadership and cross-functional teamwork abilities.

TECHNICAL SKILLS

Microsoft Power BI, R, Microsoft Azure, JIRA, Trello, Excel, MS Project, SQL, Agile, Scrum, Kanban, Software Development Lifecycle, Product Roadmap, Product Development, Change Management, Confluence, Wireframe, Marvel, Figma, Shell script

EXPERIENCE

SmartEvals LLC., New York: Management Consultant

01/2023 – 05/2023

- Worked with developers and product owner to define business requirements, strategy. Enhanced course evaluation under client budget of \$20,000, with expected growth in response rate of 30%.
- Participated in customer research to understand product's feature needs, friction points, use case requirements by surveying university students and professors. Translated requirements into user stories to accomplish product goal.
- Hosted Scrum meetings to develop product roadmaps and work with cross-functional teams. Tracked product's progress against timelines, enhancing team's project completion rate by 15%.
- Recognized based on client and faculty feedback as "Best Project Implementation", showcasing execution excellence.

MSCI Inc., India: Product Support Analyst

03/2019 – 08/2022

- Identified process improvement opportunities and delivered end-to-end ITSM process improvement project, with 85% ticket tracking success rate, streamlining operations.
- Responsible for execution, delivery of data and analytics of outstanding tasks with Power BI, reducing tickets by 20%.
- Elevated data-driven storytelling by extracting data using SQL, leading to 35% increase in visualization clarity.
- Prioritized user story backlog aligned with product roadmap. Allocated resources ensuring 40% reduction in escalations.

MSCI Inc., India: Product Support Engineer

06/2018 – 03/2019

- Worked closely with cross-functional teams to understand the systems and monitor availability. Provided level 2/3 support and troubleshooting for critical production systems, ensuring 90% availability, minimizing downtime.
- Communicated product vision and took lead for feature development and implementation of 10 self-service tools', slashing manual resolution time from 3.5 hours to 15 minutes.
- Partnered with Developers during CAB meetings to prioritize Product Backlog items and accomplish value on each Sprint.
- Reduced scheduled downtime by automating application start-up and shut down, from 4 hours to 20 minutes.

PROJECT EXPERIENCE

Store Management System

01/2023 – 05/2023

Collaborated to design a Store Management System for art company.

- Led project management by gathering requirements, developing use cases, business rules, and data flow for system implementation. Analyzed solutions and risks to elevate stakeholder contentment by 30%.
- Regularly interacted with team for agile project delivery, fostering better collaboration and minimizing project bottlenecks.

HomeStyler

10/2022 – 12/2022

Ideated & developed a product MVP and business plan to visualize interior decor style.

- Translated requirements into user stories. Developed product vision, A/B testing, market research, product feature set and cost analysis derived from business needs, market opportunities.
- Developed wireframe prototype to design user experience and increase user satisfaction by 20%. (Marvel, Figma)

ACTIVITIES AND CAMPUS EMPLOYMENT

Part-time employee on-campus

Expertly managed cash flow, documented sales, supervised student team, and maintained security standards.

CERTIFICATIONS

Professional Scrum Product Owner, Lean Six Sigma - Green Belt Training, Microsoft Azure Fundamentals

EDUCATION

Master of Science, Management Information Systems (STEM)

06/2023

State University of New York, Buffalo, NY

3.83 GPA

Bachelor of Engineering, Information Technology

06/2018

University of Mumbai, Mumbai, India

3.7 GPA