SAYALEE LANJEWAR

+1 (716)9364718 • sayaleework@gmail.com • www.linkedin.com/in/sayalee-lanjewar • https://github.com/Sayalee17

PROFILE SUMMARY

Experienced business analyst with 5 years of financial services industry expertise. Proficient in requirements gathering, KPI data analysis and root cause analysis. Signature strength lies in bridging gap between business and technical solutions.

TECHNICAL SKILLS

Languages & Database: R, SQL, BigQuery, Microsoft SQL Server, Oracle
Tools: MS Excel, Pivot tables, Excel graphs, VLOOKUP, Powerpoint, Word, JIRA, MS Project, Power BI, Kanban, Git
Interpersonal Skills: Leadership, Adaptability, Time management, Analytical mindset, Self-starter

EXPERIENCE

Buffalo Niagara Medical Campus, New York: Business Data Analyst Intern   08/2023 – Present

- Used tools for data collection to extract data from sources, then identified, analyzed, and interpreted trends in entrepreneur dataset for diagnosis and prediction of entrepreneur's personalized progress tracking.
- Performed analysis,cleaning and transformation of over 5000 rows of mentor and entrepreneur data to validate accuracy and assess quality, resulting in accurate insights and informed business decisions.

SmartEvals LLC., New York: Business Analysis Intern   01/2023 – 05/2023

- Performed in-depth competitor analysis by gathering and analyzing stakeholder requirements, estimating 10% decrease in customer churn and 30% growth in expected response rate.
- Balanced business requirements with technical feasibility. Led planning and innovation initiatives, ensuring efficient project delivery. Recognized as "Best Project Implementation", showcasing planning and execution excellence.

MSCI Inc., India: ESG Technical Business Analyst I   03/2019 – 08/2022

- Managed priorities, tasks, and coordinated resource allocation and conflict resolution strategy for team of 10 analysts. Created Power BI dashboards with real time large datasets showcasing emerging trends in ticketing system data.
- Led regular ITSM process reviews, identified areas for workflow improvement and implemented enhancements using ServiceNow, with 85% ticket tracking success rate, streamlining operations.
- Successfully led and executed project lifecycle of analyzing ESG operational KPIs in Power BI, SQL and Excel, for optimization of processes by 20%. Ensured appropriate project documentation as SME throughout project lifecycle.
- Managed and executed User Acceptance Testing, deployment retrospectives as part of Release Management with program teams and leadership. Ensured development lifecyle deliverables meet functional requirements and design specifications.

MSCI Inc., India: ESG Technical Support   06/2018 – 03/2019

- Provided level 2/3 support and troubleshooting for critical ESG applications.Collaborated with multiple stakeholders to address bugs and priority incidents, meeting strict SLAs and reducing issue recurrence by 30%.
- Utilized analytics to manage 10 self-service tools' development for client teams, slashing manual time from 1 hour to 15 mins.
- Conducted development kick-off, Agile sprint planning, CAB meetings to communicate requirements, timelines to developers.
- Implemented disaster recovery automation programs in Bash shell scripting to provide automated health checks and start-up, shut down in fast-paced Agile environment, reducing overall time from 4 hours to 20 minutes.

PROJECT EXPERIENCE

NCATS Mental Health Disorder Business Analysis   01/2023 – 05/2023
Enhanced NCATS mental health research analysis using complex data analysis and visualizations.

- Identified requirements from case study specifications, mapped user stories, created business requirements documentation, and developed business case, solution.
- Performed data modeling to understand various entities and identified various relationships between them and processes.
- Used data for storytelling by preparing final analysis report and visually appealing dashboard in Power BI using complex DAX queries, for stakeholders to understand data-analysis steps, enabling them to make data-driven decisions based on trends

CERTIFICATIONS

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

EDUCATION

Master of Science, Management Information Systems   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