

SAYALEE LANJEWAR

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PROFILE SUMMARY

Detail oriented ESG professional with 4 years of experience in problem solving, data visualization, and project management. Signature strength lies in ability to bridge gap between business needs and technical solutions. Open to relocation.

TECHNICAL SKILLS

SQL Server, SQL, Oracle, Snowflake, Microsoft Power BI, R, Microsoft Azure, JIRA, Agile, Linux, MS Project, Excel

EXPERIENCE

SmartEvals LLC., New York: Management Consultant

01/2023 – 05/2023

- Enhanced course evaluation under client budget of \$20,000, resulting in cost-efficient operations.
- Gathered user feedback, leading to expected 10% decrease in customer churn and 30% growth in expected response rate.
- Planned schedules ensuring timely project completion, meeting 80% of client expectations, bolstering client satisfaction.
- Hosted Scrum meetings, boosting team's project completion rate by 15%, ensuring efficient project delivery.
- Recognized based on client and faculty feedback as runner up of "Best Project Implementation" out of 16 teams, showcasing planning and execution excellence.

MSCI Inc., India: ESG Application Management Analyst

03/2018 – 08/2022

- Elevated data-driven storytelling by extracting and transforming data using SQL, leading to 35% increase in visualization clarity, and 28% faster troubleshooting.
- Developed ESG team KPIs using Power BI to identify and respond emerging trends in ticketing system data, enabling data-driven decisions and reducing tickets by 20%, enhancing operational efficiency.
- Facilitated regular product retrospectives, identifying areas for improvement and implementing process enhancements. Executed ITSM process improvement using ServiceNow, with 85% ticket tracking success rate, streamlining operations.
- Allocated resources strategically, resulting in a 40% reduction in escalations, enhancing team productivity and performance.

MSCI Inc., India: Production Support Engineer

06/2018 – 03/2019

- Provided level 2/3 support and troubleshooting for 60 critical production applications in ESG suite, ensuring uninterrupted service and exceptional customer experience.
- Utilized data analytics to make informed decisions on management of 10 self-service tools' development, slashing manual resolution time from 1 hour to 15 minutes. Optimizing operational efficiency and enhancing user experience.
- Fostered strong collaboration between engineering and business teams, ensuring seamless communication and alignment, resulting in resolution of over 20 developmental issues seamlessly.

PROJECT EXPERIENCE

Data Warehouse Management

10/2022 - 12/2022

Created a Data Warehouse System for a company Guac4U

- Developed robust data warehouse and implemented ETL pipelines, resulting in 50% faster data processing, improving decision-making speed. (SQL Server, Talend Studio)
- Designed 4 dashboards using PowerBI, providing stakeholders with real-time access to KPIs, leading to 20% increase in stakeholder satisfaction and informed decision-making.

ACTIVITIES AND CAMPUS EMPLOYMENT

Part-time employee on-campus

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

- Efficiently managed cash flow, ensuring meticulous documentation and sales reconciliation for diverse customer needs.

CERTIFICATIONS

Microsoft Power BI, Professional Scrum Product Owner , Lean Six Sigma - Green Belt Training , Microsoft Azure Fundamentals , Information Technology Infrastructure Library (ITIL) Foundation

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