SAYALEE RAMESH LANJEWAR

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EDUCATION

Master of Science, Management Information Systems   June 2023
State University of New York, Buffalo, NY   3.83 GPA
Bachelor of Engineering, Information Technology   June 2018
University of Mumbai, Mumbai, India   3.7 GPA

TECHNICAL SKILLS

Professional Certificates: Professional Scrum Product Owner , Six Sigma Green Belt Course , Microsoft Azure Fundamentals , Information Technology Infrastructure Library (ITIL) Foundation in IT Service Management
Database: SQL, Oracle, PostgreSQL
Data Visualization: Microsoft Power BI
Programming: R, HTML, CSS
Project management: JIRA, MS Project, Trello, Kanban, SharePoint, Confluence
Cloud: Microsoft Azure
Methodologies: Lean Six Sigma, ITIL Methodologies, Agile, Scrum, Enterprise Design Thinking
Operating System: Linux, BASH shell scripting
Data warehouse: Oracle Cloud Data Warehouse, Snowflake
Other: Service Now ,MS Excel, MS PowerPoint, TeamCity, Splunk, Oracle, Talend Open Studio, Git, PagerDuty,Zabbix

EXPERIENCE

SmartEvals LLC., Buffalo, NY: Management Consultant   Jan 2023 – May 2023

- Enhanced course evaluation under client budget of $20,000, with expected growth in response rate of 30%.
- Analyzed pain points and use case requirements by surveying university students. (Google forms)
- Traced project performance, meeting 80% of client expectations within set deadline. (Trello)
- Hosted regular sprint meetings, enhancing team's project completion rate by 15%.
- Recognized by faculty audience as runner up of "Best Project Implementation" out of 16 teams.

MSCI Inc., Mumbai, India: Power BI Data Analyst / Application and Process Management Analyst   June 2018 – Aug 2022

- Empowered senior leaders with real time insights through KPIs designed in Power BI dashboard, resulting in a 20% decrease in tickets.
- Processed over 5000 rows of data from various sources using SQL, ensuring data accuracy and reliability.
- Played a key role in ITSM process improvement using ServiceNow; achieved 85% ticket tracking success.
- Initiated,led and automated CAB transformation process, saving approximately 2 hours per week.
- Managed CAB meetings with senior management to prioritize feature development backlog.
- Spearheaded analysis and automation of release scripts, resulting in 65% increase in release efficiency.
- Provided level 2/3 support and troubleshooting for critical production systems, ensuring 90% availability, and minimizing downtime.
- Reduced scheduled downtime by automating application start-up and shut down, from 4 hours to 20 minutes.
- Allocated resources based on availability to JIRA tasks, ensuring 40% reduction in escalations.
- Facilitated communication between business and IT stakeholders to resolve over 20 developmental issues seamlessly.

ACADEMIC PROJECTS

Elite Art Products   Jan 2023–May 2023
Collaborated in a team of seven to design a Store Management System.

- Led project selection process to gain customer satisfaction by 60%. (Jira,Microsoft Project)
- Identified 5 project risks and strategies to manage.

Data Warehouse Management   Oct 2022–Dec 2022
Created a Data Warehouse System for a company Guac4U

- Built data warehouse and integrated it for ETL pipelines to process data 50% faster. (SQL Server, Talend Studio)
- Designed 4 dashboards for KPIs enhancing stakeholder satisfaction by 20%. (PowerBI)

HomeStyler   Oct 2022–Dec 2022
Ideated & developed an app MVP for a potential user base of over 4 million to visualize decor style.

- Outlined A/B testing, market research, and cost analysis to anticipate increase in ROI by 40%.
- Developed wireframe prototype to increase user satisfaction by 20% . (Marvel,Figma)

ACTIVITIES

- Engaged in discussions as a member of Product at UB (PUB) club.
- Presented idea proposal in Cannabis Industry Design Challenge conducted by UB Blackstone Launchpad.
- Learned about advanced visualizations via Microsoft-led Power Bi training.
- Learned Spanish Language till level A2.