

# SAYALEE LANJEWAR

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## PROFILE SUMMARY

Experienced Analyst with 4 years of FinTech industry expertise seeking career in data analytics. Proficient in problem solving, data visualization, and project management. Detail-oriented, analytical thinker with proven record of providing valuable insights using data-informed decision-making. Open to relocation. Available to join immediately.

## TECHNICAL SKILLS

**Languages & Database:** R, Python, SQL(Oracle, Microsoft SQL Server, Postgres), BigQuery, Microsoft SQL Server, Shell script

**Tools:** Power BI, Excel, Visual Studio, Microsoft Office, Git, JIRA

**Operating system & Cloud:** Linux, Microsoft Azure

**Interpersonal Skills:** Leadership, Adaptability, Time management, Analytical mindset

## EXPERIENCE

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

- Improved data quality of mentor and entrepreneur data through cleaning and transformation of over 5000 rows in Excel, resulting in more accurate insights and informed business decisions.
- Provided insights from entrepreneur dataset, empowering project staff with entrepreneur's personalized progress tracking.

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

- Performed in-depth competitor analysis by gathering and analyzing data on product and customer reviews, estimating 10% decrease in customer churn and 30% growth in expected response rate.
- Led planning and innovation initiatives; conducted weekly status meetings with CEO and team, ensuring efficient project delivery. Recognized as "Best Project Implementation" based on client feedback, showcasing planning and execution excellence.

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

- Successfully executed end-to-end data analysis lifecycle for ESG operational KPIs, encompassing data collection, cleansing, transformation, analysis in Excel, and visualization in Power BI, to optimize processes by 20%.
- Managed resource allocation and conflict resolution strategy for team of 10 analysts using data-driven insights. Created Power BI dashboards with real time large datasets showcasing emerging trends in ticketing system data.
- Designed SQL queries for troubleshooting ESG incidents, employing Oracle and PostgreSQL databases across features and applications, for 35% increase in visualization clarity, and 28% faster troubleshooting.
- Led regular ITSM process retrospectives, identified areas for workflow improvement and implemented enhancements using ServiceNow, with 85% ticket tracking success rate, streamlining operations.

**MSCI Inc., India: ESG Production Support Engineer** 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, understand feature enhancements for applications following SDLC.
- Utilized analytics to manage 10 self-service tools' development for client teams, slashing manual time from 1 hour to 15 mins.
- Collaborated with client, business and engineering teams for proficiently debugging, resolving and performing RCAs, Post Incident Reviews for over 500 developmental issues, meeting strict SLAs and reducing issue recurrence by 30%.
- 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

**Data Warehouse Management** 10/2022 - 12/2022

Created Data Warehouse System for retail company

- Developed project plan and requirement specification document to construct data warehouse for grocery retail store.
- Performed data modeling to understand various entities and identified various relationships between them and processes.
- Implemented data warehouse on Oracle Cloud, integrating it to ETL pipeline to populate data from various sources.

## CERTIFICATIONS

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

## EDUCATION

<b>Master of Science, Management Information Systems</b>	06/2023
State University of New York, Buffalo, NY	3.83 GPA
<b>Bachelor of Engineering, Information Technology</b>	06/2018
University of Mumbai, Mumbai, India	3.7 GPA