

# SAYALEE LANJEWAR

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

## PROFILE SUMMARY

Analytically skilled professional with 4 years of experience and expertise in problem solving, data visualization, and project management. Strong leadership and cross-functional teamwork abilities. Open to relocation. Available for immediate joining.

## TECHNICAL SKILLS

Excel, Microsoft Power BI, Oracle, SQL, Microsoft Azure, MS Office, R

## 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: 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 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 process 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 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, ensuring uninterrupted service and exceptional customer experience.
- Utilized data analytics and root cause analysis to make informed decisions on management of 10 self-service tools' development, slashing manual resolution time from 1 hour to 15 minutes.
- 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

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