

SAYALEE LANJEWAR

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PROFILE SUMMARY

Detail oriented business analyst with track record of success in problem solving, data visualization, process improvement. Skilled in requirements gathering, stakeholder collaboration, agile. Signature strength lies in ability to bridge gap between business needs and technical solutions. Open to relocation. Available for immediate joining.

TECHNICAL SKILLS

MS Office Suite, Visio, MS Project, Agile, Oracle, SQL, JIRA, Linux, System Development Lifecycle, Microsoft Power BI

EXPERIENCE

SmartEvals LLC., New York: Management Consultant

01/2023 – 05/2023

- Enhanced course evaluation under client budget of \$20,000 with client requirements, resulting in cost-efficient operations.
- Gathered user feedback, use case requirements by surveying university students leading to expected 10% decrease in customer churn and 30% growth in expected response rate.
- Planned project timelines 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 and Process Management Analyst

03/2019 – 08/2022

- 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.
- Collaborated with stakeholders to define data-backed business strategy for ticketing system management, leading to a 25% increase in data-driven decision-making and improved resource allocation.
- Facilitated regular product retrospectives, identifying gaps and areas for improvement, implementing process enhancements. Executed ITSM process improvement using ServiceNow, with 85% ticket tracking success rate, streamlining operations.
- Prioritized, maintained project tasks' backlog for a team of 10. Allocated resources based on availability and priority of tasks, ensuring 40% reduction in escalations.

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 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.
- Acted as voice of user for the problem solving of over 500 complex application issues by leading root cause analysis.

PROJECT EXPERIENCE

Store Management System for art products company

01/2023 – 05/2023

Collaborated to design a Store Management System for a art company.

- Defined business requirements for a Store Management system, resulting in 15% reduction in operational delays.
- Regularly interacted with team for agile project delivery, fostering better collaboration and minimizing project bottlenecks.

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.
- Effectively supervised student team, ensuring SLA compliance and strict security adherence.

CERTIFICATIONS

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

EDUCATION

Master of Science, Management Information Systems (STEM)

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