

SAYALEE LANJEWAR

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PROFILE SUMMARY

Experienced Analyst with 5 years of finance industry expertise. Proficient in problem solving, data analysis, SQL, Power BI, and R. Detail-oriented, analytical thinker with proven record of providing valuable insights using data-informed decision-making.

TECHNICAL SKILLS

Languages & Database: R, SQL(Oracle, MS SQL Server, Snowflake), BigQuery, DAX, Bash

Tools: Power BI, Excel, Pivot Tables, VLOOKUP, Git, JIRA, Google Data Studio, MS Office, ServiceNow

Operating system & Cloud: Linux, Microsoft Azure

Interpersonal Skills: Leadership, Adaptability, Time management, Business Savvy

EXPERIENCE

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

- Improved **data quality** of mentor and entrepreneur data, resulting in accurate insights and informed business decisions by **15%**.
- Leveraged **Google Data Studio** to monitor entrepreneur goals, to track 15+ progress reports and achieve 60 goals per quarter.

Data Analyst Intern, SmartEvals LLC., New York 01/2023 – 05/2023

- Performed **competitor analysis** on product and customer reviews data, helping marketing team to increase response rate by **30%**.
- Led planning and innovation through Agile method; conducted weekly meetings with CEO and team, ensuring efficient project delivery.
- Earned "**Best Project Implementation**" accolade due to exceptional planning and execution, underscored by stellar client feedback.

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

- Managed ESG KPI data analysis; from data gathering using **SQL & Excel** to visualization in **Power BI**, enhancing processes by 20%.
- Designed **SQL** queries to troubleshoot ESG incidents, harnessing **Oracle and PostgreSQL** databases, 28% faster issue resolution.
- Managed **resource allocation** and conflict resolution for team of 10 analysts through **JIRA dashboards**, reducing ticket backlogs by 25%.
- Proposed and executed ITSM process improvements using **ServiceNow**, facilitating successful tracking 1,000+ tickets monthly.

ESG Technical Support Engineer, MSCI Inc., India 06/2018 – 03/2019

- Provided level 2/3 support in collaboration with external customers and internal teams to resolve 700+ issues, **performing root cause analysis using Splunk logs**, and meeting strict SLAs by 100%.
- Automated disaster recovery programs through **Bash shell scripting** to provide regular health checks and start-up, shut down in fast-paced Agile environment, reducing overall disaster recovery manual time from **4 hours to 20 minutes**.
- Led documentation of 500+ processes and issues, streamlining support operations, resulting in annual savings of **\$50K** support cost.
- Spearheaded 10 self-service tools' project for client, acting as liaison between development team and customer; slashing **daily processing time from 1 hour to 15 minutes**.

PROJECT EXPERIENCE

College Graduation Rate Analysis (R, tidyverse, ISLR2, ggplot2) 09/2023–10/2023

Utilized data analysis to decipher data trends between full-time enrollments and graduation outcomes.

- Conducted statistical tests, t-tests in R, to validate critical hypotheses on graduation rates for over 1,000 educational institutions.
- Harnessed data-driven insights to craft recommendations, for retention and graduation enhancements of public and private colleges.
- Generated comprehensive data visualizations, translating intricate findings into actionable strategies, potentially optimizing practices for 50+ private institutions.

Data Warehouse Management (SQL, Oracle Cloud, Talend Studio) 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

- Scrum.org: Professional Scrum Product Owner
- Lean Six Sigma - Green Belt Training
- Microsoft Certified: Azure Fundamentals (AZ-900)
- Information Technology Infrastructure Library (ITIL) Foundation

LEADERSHIP EXPERIENCE AND ACTIVITIES

- Directed innovation and received "Best Project Implementation" award backed by client reviews.
- Cannabis Industry Design pitch competition participant: UB Blackstone Launchpad.
- Chairperson: American Society of Mechanical Engineers, Fr.Conceicao Rodrigues College of Engineering

EDUCATION

Master of Science, Management Information Systems

State University of New York, Buffalo, NY

Relevant coursework: RDBMS, Data Warehousing, Statistical Analytics, Predictive Analytics with R

06/2023

3.83 GPA

Bachelor of Engineering, Information Technology

University of Mumbai, India

06/2018

3.7 GPA