

SHASHANK PRASANNA KUMAR

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EDUCATION

UNIVERSITY OF ILLINOIS AT CHICAGO

Master of Science in Management and Information Systems

Cumulative GPA: 3.83/4.0.

Relevant Coursework: Advanced Database Management, Enterprise Application development, Business Data Visualization; Java; Operation Management.

Chicago, IL

Expected May 2024

M S RAMAIAH INSTITUTE OF TECHNOLOGY

Bachelor of Technology in Mechanical Engineering

Bangalore, INDIA

Jul 2015 - Jul 2019

WORK EXPERIENCE

INFOSYS

Associate Consultant

Bangalore, INDIA

Nov 2021 – Dec 2022

- Collaborated with senior consultants and developers to identify and fix performance issues, which increased the applications efficiency by 25% and reduced clients' complaints by 40%.
- Coordinated with cross-functional teams to ensure timely resolution of critical issues; contributed to a 50% reduction in overall issue resolution time and enhanced customer satisfaction.
- Facilitated and led collaborative meetings with cross-functional teams, ensuring seamless communication and coordination; instrumental in achieving project milestones, resulting in a 15% increase in productivity and a 25% reduction in project costs.
- Developed functional specification documents for 5+ projects; ensured traceability and alignment with business requirements resulting in ninety percent reduction in project scope creep.
- Managed the Services Now application to manage and resolve 100+ technical issues, leading to 20% reduction in average resolution time and improved customer experience.

FLIPKART

Senior Executive

Bangalore, INDIA

Sep 2020 – Sep 2021

- Consolidated input from stakeholders and created a comprehensive project plan that met all requirements, reducing project timeline by 30%.
- Developed and implemented real-time MIS reports, leveraging data analytics tools, resulting in a 20% reduction in operational errors and a 15% increase in overall efficiency.
- Projects accomplished: Improved IPP by establishing a more effective TMS process, decreasing the time between scheduling and dispatching, and increasing overall efficiency.

RELIANCE RETAIL LIMITED

Senior Executive

Bangalore, INDIA

Jul 2019 – Sep 2021

- Streamlined inbound, outbound, and inventory operations by conducting a thorough audit of the supply chain; identified key areas of improvement which optimized efficiency by 25% and minimized inventory costs by 20%.
- Identified and resolved complex operational challenges by producing inventive solutions, leading to significant improvements in operational effectiveness, including a 30% increase in team efficiency and higher levels of customer satisfaction.

VOLVO CONSTRUCTION EQUIPMENT

Industrial Intern

Bangalore, INDIA

Jul 2018 – Jul 2018

- Observed the 10+ techniques used in the plant such as *Poka yoke*, *5S* and *Kaizen*.
- Analyzed data from the excavator assembly line to identify areas for improvement; designed and implemented a predictive maintenance program that enhanced machine operation time by 25% and decreased maintenance costs by 10%.

ADDITIONAL EXPERIENCE AND ACTIVITIES

UNIVERSITY OF ILLINOIS AT CHICAGO

Graduate Teaching Assistant - Business Statistics [Skills: Statistical Data Analysis, R-studio, Classroom Management].

Graduate Assistant - Materials Management [Skills: Access, SQL, Microsoft Excel, accounts payable].

- **Publications:** Presented research on "Effect of Drilling Parameters on Kevlar Delamination" at an international conference, resulting in 25% increased drilling efficiency and 15% reduced delamination risks.
- **Head of the Fest management department** 'Udbhav', one of the biggest Cultural fests of South India.
- Monitored and actively engaged in volunteer activities across Bangalore with NSS and non-profit organizations.

TECHNICAL SKILLS

Programming Language: C++, SQL, OOPS & Data structures, R-programming, Bootstrap, Python.

Data Analytics / Database: Tableau, Power BI, MySQL, SQL Oracle. **Business/Software Tools:** Ansys, AutoCAD, Oracle EBS suite, SAP 417 ECC, FLO ERP, Autodesk Inventor, JavaScript, HTML/CSS.