

# Shraddha Sawant

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## EDUCATION

**Master's in Information Management, Syracuse University | GPA: 3.7/4.0** **May 2021**

Courses: Data Science, Data Analysis and Decision Making, Database Management, Project Management, Risk Management, Data Warehouse, Big Data Analytics, Information Management and Technology

**Bachelor's in Computer Engineering, University of Mumbai | GPA: 3.8/4.0** **Jun 2018**

Courses: Business Communication, Object-Oriented Programming, Software Project Management, Software Engineering, Data Warehouse & Mining, Artificial Intelligence, Mathematics & Statistics

## COMPUTING SKILLS

**Analytics:** Tableau, Google Analytics, Microsoft Power BI, MS Excel  
**Languages:** Python, R, SQL, Cypher, HTML5, CSS3, Java  
**Databases:** MS SQL, MySQL, Oracle SQL, MS Access, Neo4j  
**Applications:** MS Project, R studio, MS Visual Studio, MS PowerApps, MS Visio, Jira, ServiceNow, Confluence, Dynatrace

## PROFESSIONAL EXPERIENCE

**IT Service Management Analyst, loanDepot.com, LLC, Irvine, CA** **Nov 2021 – Present**

- Collaborate with business partners, tech teams, DevOps and QA to shepherd new builds through the release cycle and into production using CI/CD pipeline
- Build KPIs dashboard in Power BI to evaluate the release management performance and drive continuous improvement
- Manage key information related to release procedures and schedules, dependencies, release notes in Confluence
- Develop Jira dashboards to coordinate cross platform releases and track their progress through the release workflows
- Define requirements to support application performance monitoring and environment readiness assessment in Dynatrace
- Produce runbooks and facilitate release events to ensure successful deployments
- Design and communicate release guidelines to the stakeholders and ensure they adhere to the necessary CAB approvals

**Product Research Analyst Intern, Datakron LLC, Charlotte, NC** **Jul 2021 – Nov 2021, Sep 2020 – Dec 2020**

- Automate data scraping using UiPath to extract 40K+ records from job boards, universities, and company websites
- Build a scalable graph database and execute complex cypher queries to quickly traverse millions of connections per second to provide job market analytics using Neo4j
- Create Tableau reports showcasing job market trends, anomalies to recommend student career growth opportunities

**Business Analyst, iConsult Collaborative, Syracuse University, Syracuse, NY** **Jul 2020 – May 2021**

- Collaborate with key stakeholders to identify and analyze business requirements and translate them for technical team
- Partner with Project Manager to create project schedule, cost/effort reports in MS Project to manage time, scope, cost
- Review acceptance criteria with the team, develop test cases, and escalate high-risk or potential quality loss issues
- Define KPIs and create dashboards to evaluate the project performance and monitor the project progress

## ACADEMIC PROJECTS

**Data Warehousing and Business Intelligence for Fudge Corp.** **Aug 2020 - Dec 2020**

- Performed Data Profiling and mapped the functional requirements to dimensional data warehouse specifications (DDS)
- Translated the detailed dimensional design specifications into a ROLAP star schema implementation
- Executed ETL using SSIS, designed dashboards in Power BI to recommend action plans to address the company's sales drop

**Cecelia Health Risk Management** **Jan 2020 - May 2020**

- Defined an ERM framework to guide the organization to identify, measure, prioritize and report the topmost risks
- Performed enterprise-wide risk assessments to identify and evaluate risks that may impact long-term strategic goals
- Proposed risk management strategies, contingency plans, and disaster recovery plans to effectively mitigate the risks

**Southeast Airlines Customer Retention** **Aug 2019 - Dec 2019**

- Analyzed client's 23K+ customer data records to suggest improvements in customer service and business operations
- Developed and implemented predictive models using linear regression, supervised machine learning and association mining to identify the metrics influencing the customers' satisfaction with 84% accuracy thereby reducing the churn
- Presented actionable insights and recommendations to retain customers by creating visualizations using R and Tableau

**Orange Cafe – Online Ordering and Inventory Management** **Aug 2019 - Dec 2019**

- Illustrated use cases and process flows in MS Visio for an application tracking online orders and managing inventory
- Implemented the application by designing databases using MS SQL and building an UI using MS PowerApps to reduce the overall customer's wait time by 75% and improving the accuracy of the inventory orders
- Conducted user acceptance testing and triage meetings along with analyzing user's feedback to enhance application quality

## LEADERSHIP AND EXTRACURRICULAR ACTIVITIES

**Strategy Advisor, iSchool Graduate Student Organization, Syracuse University** **May 2020 – May 2021**

Collaborated with the university's faculty to plan and organize academic, professional, and social events for the students

**Committee Member, GSO's Civic Engagement Committee, Syracuse University** **Sep 2019 – May 2021**

Address the issues affecting graduate student life, propose policies and develop action plans to improve graduates' well-being