Shraddha Sawant

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https://shraddha-sawant.github.io/e-Portfolio/

PROFESSIONAL EXPERIENCE

IT Service Management Analyst, loanDepot.com, LLC, Irvine, CA   **Nov 2021 – Present**
- Lead cross-functional teams in planning and executing software releases, ensuring timely and quality product delivery, resulting in a 20% reduction in release cycle time
- Collaborate closely with stakeholders to prioritize project requirements, produce detailed runbooks, and ensure compliance with CAB guidelines
- Conduct release retrospectives to identify process gaps, implement process changes, thereby increasing efficiency by 15%
- Build KPIs dashboard in Power BI to evaluate the release process performance and drive continuous improvement
- Develop Jira dashboard to present progress and risks to leadership, ensuring visibility and reducing project risk by 30%
- Create and manage documentation including release procedures, schedules, and release notes in Confluence, enhancing team collaboration and knowledge sharing
- Facilitate agile ceremonies and coach APM team as a dedicated Scrum Master, optimizing team performance and increasing velocity by 20%

Product Research Analyst, Datakron LLC, Charlotte, NC   **Jul 2021 – Nov 2021, Sep 2020 – Dec 2020**
- Automated data scraping using UiPath, extracting 40K+ records from job boards, universities, and company websites, improving data acquisition efficiency by 50%
- Built a scalable graph database and executed complex cypher queries in Neo4j, providing job market analytics and reducing query response time by 70%
- Created Tableau reports showcasing job market trends and anomalies to recommend student career growth opportunities

Consultant, Zymmo, New York, NY   **Aug 2021 – Sep 2021**
- Led the development of a proprietary internal categorization database, improving data accuracy and accessibility
- Identified, analyzed, and interpreted trends in complex customer data sets, leading to a 25% increase in customer retention through targeted marketing strategies.
- Optimized reports and dashboards in Freshsales CRM, significantly improving sales team efficiency and productivity
- Collaborated with business teams to understand data for various persona-specific use cases, driving a unified approach to solve multiple business challenges and improving overall project delivery times by 20%

Business Analyst, iConsult Collaborative, Syracuse University, Syracuse, NY   **Jul 2020 – May 2021**
- Collaborated with key stakeholders to identify and analyze business requirements, translating them for the technical team, resulting in a 25% increase in project accuracy.
- Partner with Project Manager to create project schedule, cost/effort reports in MS Project to manage time, scope, cost
- Reviewed acceptance criteria with the team, developed test cases, and escalated high-risk or potential quality loss issues, improving quality assurance processes by 30%.
- Define KPIs and create dashboards to evaluate the project performance and monitor the project progress, enhancing project transparency and stakeholder satisfaction

SKILLS

Analytics: Tableau, Google Analytics, Microsoft Power BI, MS Excel, VBA, Macro
Languages: Python, R, SQL, Cypher, HTML5, CSS3, JavaScript, Java
Databases: MS SQL, MySQL, Oracle SQL, MS Access, Neo4j
Applications: MS Project, Azure DevOps, MS Visual Studio, MS Visio, Jira, ServiceNow, Confluence, Dynatrace
Methodologies: Agile, Scrum, Kanban, Lean, Waterfall, Six Sigma, GitOps

CERTIFICATIONS

Certificate of Google Analytics – Google Academy
Certificate of Six Sigma White belt – Six Sigma council

EDUCATION

Master's in Information Management, Syracuse University | GPA: 3.7/4.0
Data Science, Data Analysis and Decision Making, DB Management, Project Management, Data Warehouse, Big Data Analytics

Bachelor's in Computer Engineering, University of Mumbai | GPA: 3.8/4.0
Business Communication, Object-Oriented Programming, Software Project Management, Artificial Intelligence, Statistics

ACADEMIC PROJECTS

Data Warehousing and Business Intelligence for Fudge Corp.   **Aug 2020 - Dec 2020**
Executed ETL processes and created Power BI dashboards to provide actionable insights, driving a 15% sales performance improvement and 20% operational efficiency gain

Southeast Airlines Customer Retention   **Aug 2019 – Dec 2019**
Analyzed 23K+ customer data records, developed predictive models with 84% accuracy in identifying satisfaction metrics, and presented actionable insights using R and Tableau to reduce churn and enhance customer retention