

Shraddha Sawant

551-221-7560 | shraddhasawant1397@gmail.com | <https://www.linkedin.com/in/ssawant13>
<https://shraddha-sawant.github.io/e-Portfolio/>

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**

- Lead cross-functional teams in planning and executing software releases, ensuring timely and quality product delivery
- Work closely with stakeholders to prioritize project requirements and produce runbooks for their release activities
- Conduct release retrospective to identify areas for improvement and implement process changes
- Build KPIs dashboard in Power BI to evaluate the release process performance and drive continuous improvement
- Develop Jira dashboard to present project status, risks and issues to leadership ensuring visibility into projects
- Create and manage documentation including release procedures, schedules and release notes in Confluence
- Coach the agile teams on best practices in SDLC management, improving team velocity and product quality

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