

# Shraddha Sawant

551-221-7560 | [shraddhasawant1397@gmail.com](mailto:shraddhasawant1397@gmail.com) | <https://www.linkedin.com/in/ssawant13>

## PROFESSIONAL EXPERIENCE

### IT Service Management Analyst, loanDepot.com, LLC, Irvine, CA

Nov 2021 – Present

- Lead cross-functional teams in planning and implementing product updates, resulting in a 20% reduction in delivery time and improved operational efficiency
- Collaborate with stakeholders to gather and prioritize business requirements, defining user stories and acceptance criteria while ensuring compliance with regulatory requirements to drive successful project outcomes
- Develop and utilize process diagrams to identify gaps and optimization opportunities, driving continuous improvement initiatives that enhance operational efficiency by 15%
- Build KPIs dashboards in Power BI to monitor SDLC performance metrics and support informed decision-making
- Develop Jira dashboards to present progress and risks to leadership, ensuring visibility and reducing project risk by 30%
- Create and manage documentation including requirements, procedures, schedules, and runbooks in Confluence, to enhance team collaboration and facilitate training
- Conduct agile ceremonies and coach the 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 collection using UiPath, extracting 60K+ records from multiple open-access data sources, improving data acquisition efficiency by 50%
- Built a scalable graph database and wrote complex queries, providing job market analytics and reducing query response time by 45%
- Created interactive Tableau dashboards to report on job market trends and offer career development recommendations

### Consultant, Zymmo, New York, NY

Aug 2021 – Sep 2021

- Led the development of a proprietary internal categorization database, improving data accuracy and accessibility
- 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 CRM, significantly improving sales team efficiency and productivity
- Collaborated with business teams to gather data requirements for multiple use cases, enabling a holistic strategy to solve various business problems and improving overall project delivery times by 20%

### Business Analyst, iConsult Collaborative, Syracuse University, Syracuse, NY

Jul 2020 – May 2021

- Translated business requirements into actionable specifications, ensuring alignment across teams and resulting in a 25% increase in project accuracy
- Optimized resource management through effective tracking of scope, timelines, and budget in MS Project
- Collaborated with stakeholders to validate acceptance criteria, developed test cases, and escalated high-risk or potential quality loss issues, improving quality assurance processes by 30%
- Defined KPIs and created dashboards to evaluate the project performance and monitor the project progress, enabling proactive decision-making and enhancing stakeholder alignment

## SKILLS

<b>Analytics:</b>	Tableau, Google Analytics, Microsoft Power BI, MS Excel (VLOOKUP, VBA, Macro, Pivot Table)
<b>Programming:</b>	Python, R, SQL, NoSQL, HTML5, CSS3, JavaScript, Java
<b>Databases:</b>	MS SQL, MySQL, Oracle SQL, MS Access, Neo4j
<b>Project Management:</b>	Jira, Confluence, Microsoft Project, Trello, Notion, SharePoint, Miro
<b>Requirements:</b>	BRD, FRD, SRS, Use Case Diagrams, User stories, Acceptance criteria
<b>Process modeling:</b>	Visio, Lucidchart, UML, BPMN
<b>SDLC:</b>	Agile, Scrum, Kanban, Lean, Waterfall, Six Sigma, Git

## CERTIFICATIONS

Certificate of Advanced 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 and experience