AJINKYA DESAI
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Technical program and solution engineering professional specializing in workflow automation, enterprise system integrations, and business analytics.

EXPERIENCE

Connor Group Inc — *Fremont, CA*
Digital Solutions Associate   *Sep 2025 – Present*
- Design and implement enterprise workflow automation solutions using Workato, integrating ERP and SaaS platforms (Oracle, NetSuite, Salesforce) to streamline PR validation, onboarding, and finance approval processes, reducing manual processing time by 30% and ensuring SLA adherence for 50+ monthly PR transactions.
- Build API-driven automation recipes, data validation rules, and exception-handling logic in Workato to enforce cross-system data integrity and enable audit-compliant process governance.

Miller Center for Global Impact — *Santa Clara, CA*
Product Analyst (*PostgreSQL, Python, Looker, GCP*)   *Jul 2025 – Sep 2025*
- Built automated data validation pipelines and monitoring dashboards, improving platform uptime by 18% and reducing operational error rates by approximately 80%.

BoxPower Inc — *Santa Clara, CA*
Product Program Analyst Intern (*SQL, Python, Tableau*)   *Jul 2024 – Dec 2024*
- Developed ETL pipelines using SQL and Python to support revenue forecasting and pricing analysis, improving financial forecasting reliability.
- Built Tableau dashboards to analyze sales performance and customer acquisition metrics, supporting data-driven go-to-market decisions.

Mastek (Formerly Evosys) Private Limited — *Ahmedabad, Gujarat*
Technical Consultant L1 – Product (*React-Native, Java, Swift, Product Analytics*)   *Apr 2019 – Oct 2021*
- Contributed to end-to-end mobile product development for EMEA, translating user requirements into front-end features and API integrations. Collaborated with cross-functional teams to support enterprise SaaS feature rollouts and analytics tracking.
- Built product analytics and executive dashboards; improved stakeholder satisfaction by 15% and reduced compliance review time by 30%.

PROJECTS

Ticket Triage to Sprint Ready — Jira Workflow Automation   *Jul 2025 – Sep 2025*
- Built Backlog Buddy, an ML-assisted ticket triage prototype to standardize issue fields and routing, which reduced mean time to sprint readiness by approximately 40%, improving planning efficiency.

Palo Alto Networks Practicum (*BigQuery, GCP, Tableau, Vertex AI*)   *Feb 2024 – Jun 2024*
- Standardized SQL datasets in BigQuery, defined a KPI tree, and published Tableau executive views, reducing the monthly 10K/10Q benchmarking effort by approximately 80% through consistent definitions and lineage on Google Cloud.
- Prototyped machine learning experiments on Vertex AI notebooks to validate feature quality and inform product management priorities.

PwC Virtual Experience   *Jan 2023 – Mar 2023*
- Built Power BI views for satisfaction and churn; framed go-to-market recommendations and next steps for internal communications and enablement.

Google Bella Beat Data Analytics Capstone Project (*Jupyter Notebook, Power BI, R*)   *Feb 2022 – Jul 2022*
- Analyzed product usage data and identified growth opportunities that increased engagement by approximately 20%.

EDUCATION

- **Santa Clara University, Leavey School of Business, CA** — *Santa Clara, CA*
  Master of Science in Information Systems | *Jun 2025*
  Relevant Coursework: Applied Data Science, Gen AI, Machine Learning, Software Product Management

SKILLS AND TOOLS

- **Core Skills:** Workflow Automation & API Integration, Enterprise System Integration, Business & Data Analytics, SQL & Data Modeling, Python for Data Processing, Cloud Data Platforms (Google Cloud), SLA Governance & Process Controls
- **Tools:** Workato, BigQuery, Tableau, Looker, Power BI, Salesforce, Jira, Confluence, GitHub, Jupyter Notebook

CERTIFICATION AND ACTIVITIES

- Stanford – Mastering Generative AI for Product Innovation
- Google Professional Data Analytics and Project Management Certification
- Scrum Alliance Certified Scrum Product Owner (CSPO)
- VP, SCU AI Club – led 3+ campus-wide events on AI product development