Sarthak Raj

 github | in linkedin | 🌐 sarthakraj.netlify.app | ✉ sarthakraj@umass.edu | 📞 +14135884829

EDUCATION

University of Massachusetts, Amherst   **Expected Graduation - 05/2025**
Master of Science in Engineering Management | **GPA: 3.88/4.0**
Coursework: Algorithms for Data Science, Software Engineering, Database Design and Implementation, Machine Learning

Bharati Vidyapeeth University, Pune, India   **05/2021**
Bachelor Of Technology, Computer Science | **GPA: 3.74/4.0**
Coursework: DSA, Operating Systems, Computer Networks, NLP, Neural Networks, Web Technologies, Java and J2EE

WORK EXPERIENCE

Fidelity National Information Services (FIS Global)
Senior Analyst   **06/2022 - 07/2023**
- Conducted data analysis on client behavior, uncovering key trends that drove personalized marketing strategies, resulting in a 60% increase in customer retention and a 65% uplift in average order value.
- Designed a backend system integrated with ServiceNow to enhance scheduling, reporting, and issue management for banking clients, boosting process accuracy by 50%.
- Engineered Shell-based automation tools for real-time data accuracy checks in banking systems, reducing manual intervention and improving operational efficiency and compliance.
- Created custom reporting dashboards using data visualization tools, delivering real-time insights into key performance metrics and reducing report generation time by 70%.
- Spearheaded post-implementation reviews to identify improvement areas, integrating feedback into future project cycles for a more agile development process.

Fidelity National Information Services (FIS Global)
Junior Analyst   **06/2021 - 06/2022**
- Managed the Software Development Life Cycle (SDLC) using Waterfall and Agile methodologies, gathering and analyzing client requirements with Subject Matter Experts to develop tailored solutions that minimized risks.
- Optimized database servers with advanced tuning techniques, achieving a 40% reduction in system downtime and a 25% increase in overall performance, enhancing operational efficiency for clients.
- Streamlined workflows and automated repetitive processes, reducing development timelines by 60% and boosting customer satisfaction through timely, high-quality deliverables.
- Coordinated with development, testing, and support teams to foster cross-functional collaboration, ensuring seamless communication and alignment for improved project execution and client outcomes.

Zensar Technologies
Consultant Intern   **10/2019 - 06/2020**
- Managed a key project in partnership with Aditya Birla Group's Extrusion Business, focusing on enhancing On-Time-In-Full (OTIF) delivery performance by analyzing process bottlenecks and identifying improvement areas.
- Implemented a series of strategic initiatives that resulted in an 48% improvement in OTIF performance within the Extrusion Business unit, significantly boosting operational efficiency and customer satisfaction.
- Conducted data-driven analyses to monitor performance metrics and gather insights, facilitating continuous improvement discussions with stakeholders and ensuring that project goals were aligned with business objectives.

PROJECTS

E-commerce Sales Analysis Dashboard in Excel   **07/2024 - 08/2024**
- Developed an interactive Excel dashboard with pivot tables, slicers, and charts to visualize sales, profit, quantity, and profit margin from a dataset of around 10,000 records, incorporating dynamic filtering for detailed analysis.
- Performed data cleaning and transformation, including managing missing values and creating calculated fields, to ensure accurate insights and enhance visualizations of sales by state.

Road Accident Analysis Dashboard in Excel   **06/2024 - 07/2024**
- Created a dashboard using PivotTables, Pivot Charts, and Slicers to analyze 300,000 road accident records, visualizing metrics like casualties and monthly trends.
- Employed data cleaning and advanced Excel functions (e.g., VLOOKUP, INDEX-MATCH) to ensure accurate insights from road accident data.

Technical Project Management: Design and Construction of a Sustainable Eco House   **11/2020 - 03/2021**
- Led a multidisciplinary team to implement sustainable construction practices, focusing on renewable energy and water conservation initiatives.
- Coordinated with stakeholders to ensure regulatory compliance, conducted risk assessments, maintained project documentation, and upheld quality standards, while also implementing post-completion sustainability monitoring and community outreach.

SKILLS

Operation and Process Improvement Skills:	Materials Management, Lean Manufacturing, DMAIC Six Sigma, Supply Chain, Demand Planning, 5S, Kaizen, Data Analysis, SPC, PDCA, 7QC Tools, Root Cause Analysis, Poka-Yoke, Inventory Management
Software and Systems Proficiency:	SAP, Oracle, Excel, ERP, Tableau, SQL, MS Office, SharePoint, Confluence, JIRA, G-Suite, Qlik, Pivot Tables, Outlook, Visio, MIRO
Programming Skills:	R, Python, Java, OOP, C, C++, Oracle ERP, MS Project