Sarthak Raj

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EDUCATION

University of Massachusetts, Amherst || MS, Engineering Management	**Expected May 2025**
Bharati Vidyapeeth University, Pune, India || B-Tech, Computer Science	**Jul 2017 - Jun 2021**

SKILLS

Operation & 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, Procurement

Software and Systems Proficiency: SAP, Oracle, Excel, ERP, Tableau, SQL, MS Office, SharePoint, Confluence, JIRA, G-Suite, Qlik, Pivot Tables, Outlook, Visio, MIRO, R, Python, Java, OOPS, C, C++, Oracle ERP, MS Project

INDUSTRIAL EXPERIENCE

Fidelity National Information Services (FIS Global), Bangalore, IND

Senior Analyst   **Jun 2022- Jul 2023**

- Analyzed client data, boosting customer retention by 20% and increasing average order value by 15% through targeted marketing.

- Engineered backend system, integrated with Service Now, optimizing scheduling and report management for banking clients, resulting in a 50% accuracy improvement.

- Created Shell-based tools for automated data accuracy checks in banking, cutting run time by 80% and minimizing manual intervention.

Junior Analyst   **Jun 2021 - Jun 2022**

- Applied Waterfall and Agile methodologies with precision in the Software Development Life Cycle (SDLC), collaborating with client Subject Matter Experts to analyze requirements and design solutions.

- Spearheaded critical adjustments to database servers, leading to a 40% decrease in system downtime and a noteworthy 25% improvement in overall performance.

- Achieved to a 20% reduction in development duration and heightened customer satisfaction through streamlined project execution.

Consultant Intern, Zensar Technologies, Pune, IND   **Oct 2019 – May 2020**

- Managed a key project in collaboration with Aditya Birla Group's Extrusion Business aimed at enhancing On-Time-In-Full (OTIF) performance.

- Implemented a series of initiatives resulting in an 18% improvement in OTIF performance within the Extrusion Business unit.

PROJECTS

E-commerce Sales Analysis Dashboard in Excel || University of Massachusetts, Amherst

- Designed and developed an interactive dashboard using Excel, leveraging advanced features like pivot tables, slicers, and charts to visualize key metrics such as sales, profit, quantity, number of orders, and profit margin from a dataset of approximately 10,000 records.

- Executed data cleaning and transformation processes, including handling missing values, normalizing data, and creating calculated fields to ensure accurate and insightful analysis.

- Implemented dynamic filtering using slicers for year, region, and segment, enabling users to drill down into specific data segments for detailed analysis, alongside category-wise reporting and sales by state visualizations.

Road Accident Analysis Dashboard in Excel || University of Massachusetts, Amherst

- Developed a dynamic dashboard using PivotTables, Pivot Charts, and Slicers to analyze road accident data, encompassing approximately 300,000 records.

- Visualized key metrics, including fatal, serious, and slight casualties, total casualties by vehicle type, monthly trends, and breakdowns by road type, location area, and light conditions.

- Utilized data cleaning, conditional formatting, and advanced Excel functions (e.g., VLOOKUP, INDEX-MATCH) to prepare and transform data, ensuring accuracy and actionable insights.

Technical Project Management: Design and Construction of a Sustainable Eco House || University of Massachusetts, Amherst

- Led multidisciplinary team to implement sustainable construction practices.

- Implemented sustainability initiatives including renewable energy and water conservation.

- Coordinated stakeholders, ensured regulatory compliance, and conducted risk assessments while developing mitigation strategies.

- Maintained project documentation and upheld quality standards.

- Implemented post-completion sustainability monitoring and community outreach initiatives.

CERTIFICATIONS

- PML Certification: Engineering Project Management and Leadership – University of Massachusetts Amherst (Spring 2024)

- Career Essentials in Project Management – Microsoft & LinkedIn (Fall 2024)

- Supply Chain Foundations: The Essentials Professional Certificate – Council of Supply Chain Management Professionals (Spring 2024)