

Anshika Walia

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Detail-oriented Information Science student graduating in May 2025, equipped with hands-on experience in data analysis, project management, and user experience design. I am skilled in leveraging tools like Jira, Excel, and Figma to streamline workflows and deliver actionable insights that drive business decisions. Passionate about using technology and data-driven strategies to support organizational growth and improve service delivery. Eager to bring analytical skills and a user-centered approach to a business analyst role, ready to make an immediate contribution upon graduation.

EDUCATION

- **Bachelor of Science** – Information Science | University of Colorado Boulder | Exp May 2025
 - Creative Technology and Design minor

PROFESSIONAL EXPERIENCE

Student Business Analyst

Office of Information Technology | Boulder, CO | September 2024 – Present

- Manage project tickets and assign tasks using Jira, improving workflow efficiency by 20%.
- Collect and analyze data from files, interviews, and surveys for over 50 IT projects.
- Conduct user interviews and surveys to gather feedback from 100+ respondents to enhance IT services.
- Coordinate meetings and collaborate with teams using Microsoft Teams, increasing communication effectiveness by 15%.
- Create visual boards in Miro to brainstorm ideas and organize projects.
- Prepare reports and presentations to share findings, leading to actionable recommendations.
- Identify process improvement opportunities based on data analysis and user feedback, increasing service satisfaction ratings by 10%.
- Document requirements and create user guides to help implement IT solutions.
- Writing user stories

Administrative intern

DH Pace company | Denver, CO | May 2023 – August 2023

- Managed communication with over 50 clients, colleagues, and contractors to ensure timely responses.
- Improved collaboration by facilitating discussions with customers, coworkers, stakeholders, and vendors.
- Collected and organized data from various systems (BAAN, Textura, PACENET), increasing data accuracy by 20%.
- Imported and structured data in Excel to streamline analysis and reporting.
- Tracked financial records, reducing overdue accounts by 15%.
- Updated project and client information in BAAN to keep data current.
- Reviewed contracts and financial statements to identify and fix discrepancies.
- Processed sale orders and new projects, increasing efficiency by 10%.
- Generated and sent invoices, improving billing accuracy and reducing payment delays by 25%.

Manager

Marcos Pizza | Aurora, CO | October 2020 – July 2022

- Accurately managed cash transactions, processing over \$1,000 in daily sales.
- Kept the store clean and met sanitary standards, leading to a 30% increase in positive customer feedback.
- Delivered excellent customer service in-person and over the phone, improving satisfaction ratings by 20%.
- Multitasked effectively by balancing cashier duties, customer service, and store maintenance.
- Quickly addressed and resolved customer and operational issues for a smooth store experience.

PROJECTS

Mental Health App Prototype

User-Centered Design Course

- **Tools:** Figma

- **Overview:** Created a user-friendly mental health app prototype focused on accessibility and user engagement. Conducted user research to identify needs, developed wireframes, and designed interactive features like mood tracking, guided meditation, and community forums. Integrated user feedback to refine the prototype and enhance usability.

3D Printing Recycling App Prototype

Design Foundation Course

- **Tools:** Figma
- **Overview:** Developed a 3D printing app prototype aimed at combating global warming by recycling plastic into useful products. Designed intuitive user interfaces to guide users through the process of selecting and printing items from recycled materials. Focused on promoting sustainability through innovative design solutions.

Crime Data Research Project

Programming Class

- **Tools:** Python
- **Overview:** Conducted a comprehensive analysis of crime data to identify patterns and trends. Utilized programming skills to clean, visualize, and interpret large datasets. The project highlighted key insights, such as correlations between crime rates and socioeconomic factors.

Administrative Intern

DH Pace company

- **Tools:** Excel
- **Overview:** Managed data collection projects and analyzed financial data using Excel. Created detailed graphs and visualizations to support financial reporting and decision-making processes.

KEY SKILLS

Technical Skills

- Figma
- Jira
- SQL
- BAAN
- Adobe
- Pace Net

Hard Skills

- Canva
- Excel/Microsoft
- Python
- Statistics
- HTML
- Power BI

Soft Skills

- Communication
- Attention to detail
- Punctual
- Multitasking
- Organization