

Afreen Sajid Munshi

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SUMMARY

- Experienced Engineer with 6+ years building **data-driven backends and reliability tooling**—Python, AWS, SQL, and analytics—converting ops data into decisions and resilient services

SKILLS AND TECHNOLOGIES

- Business Skills:** Data Analysis and Modeling, ETL, Product Life Cycle Management, Product Road-mapping
- Soft Skills:** Leadership, Problem-solving, Communication, Collaboration, and Stakeholder Management
- Programming & Database:** C, C++, Java, Python, R, MySQL, SQLite and Firebase.
- Other:** AWS, Linux, Tableau, Power BI, Jira, Confluence, ServiceNow, HTML, CSS, PHP and Unit Testing

PROFESSIONAL EXPERIENCE

Senior Technology Analyst | Infosys

(June 2018 – July 2024)

- Built an automated anomaly detection pipeline using **SQL, Python & ServiceNow**, **reducing** incidents by **60%**, improving customer experience, & saving approximately **\$5000** per month.
- Owned monitoring and managing **critical workflows** within a Network Provisioning System (NPS), achieving a **97.2% resolution and 40% MTTR reduction** through debugging, troubleshooting, and auto-remediation.
- Root-caused** and **fixed** system defects across **XML integrations and Python** services, added unit/integration tests and collaborated with cross-functional teams (Testing, QA, Business Analysts)
- Developed **Tableau** dashboards to track key metrics (order volume, exceptions), facilitated informed decision-making and documented outcomes using **Confluence, SharePoint, and ServiceNow**.
- Served as a key liaison** between technical and business teams, leveraging Agile communication practices to ensure compliance with Service Level Agreements (SLAs) and minimal system downtime.

Research Assistant | Synopsys

(Aug 2025 – Present)

- Developed a source-linked data model in Python for sizing robotics markets through 2030, mapped cross-cutting artificial-intelligence technologies and sector players, and delivered a concise findings deck to guide strategy

Graduate Teaching Assistant | University of San Francisco

(Aug 2024 – Present)

- Conducting lectures and assisting the instructor in creating and grading assignments based on statistical concepts (Fall 2024), DBMS (Spring 2025), Data Analysis with R and Data Visualization with Tableau (Fall 2025)

EDUCATION

University of San Francisco

Expected: Dec 2025

Master of Science in Information Systems

GPA: 4.0

Courses: Business Analytics, Managing Projects & Change, SQL, and Data Architecture & Management

Rajiv Gandhi Institute of Technology, University of Mumbai, India

Graduated: May 2018

Bachelor of Engineering in Information Technology

GPA: 8.13

Major Courses: Big Data Analytics, Software Project Management, Software Engineering, Advanced DBMS

MAJOR PROJECTS

Pulse Point | Product Owner

(June 2025 – Sept 2025)

- Replaced manual trackers with a semi-automated Power BI dashboard for cohort health (registration→engagement→completion) + CSAT/NPS—faster decisions, fewer errors.
- KPI & roadmap owner:** Set MVP→rollout milestones, defined data-quality guardrails, and published a KPI playbook adopted by chapters/universities.

Mem0: Enhancing Personalized Experiences through Context Retention

(Aug 2024 – Dec 2025)

- Created analytical frameworks and demo strategies to showcase integration efficiency improvements with Azure AI Search, enhancing user personalization metrics.
- Implemented data-driven algorithms for facial recognition, image compression, and cloud integration, achieving a **50%** efficiency improvement in processing time.