

Afreen Sajid Munshi

amunshi@dons.usfca.edu
<https://www.linkedin.com/in/afreen-munshi/>

+1 (510) 312-9396
<https://github.com/amunshi>

SUMMARY

- 6 years of industry experience at Infosys as a Lead Technology Analyst, specializing in managing Agile-driven initiatives focused on infrastructure reliability, network performance, system reliability & security.

SKILLS AND TECHNOLOGIES

- Business Skills:** Data Analysis, Product Life Cycle Management, Product Road-mapping, Agile & Scrum
- Soft Skills:** Leadership, Problem-solving, Communication, Collaboration, & Stakeholder Management
- Programming:** C, C++, Java & Python.
- Web & Database:** HTML, CSS, PHP, JavaScript, Bootstrap, Python, Django, MySQL, SQLite, Firebase.
- Other:** Jira, Confluence and ServiceNow

PROFESSIONAL EXPERIENCE

Lead Technology Analyst | *Infosys* (July 2018 – July 2024)

- Led cross-functional efforts** to identify and resolve complex infrastructure issues, achieving a **97.2% resolution rate**, thus enhancing system reliability and stakeholder trust
- Owned monitoring and iterative improvement** of network performance, prioritizing and resolving technical problems to maintain high reliability and optimal user experience.
- Performed data-driven incident analysis and timely remediation**, resulting in a **15% increase in customer satisfaction** through enhanced service responsiveness.
- Managed network maintenance and Agile-driven software deployments**, ensuring minimal downtime and strict adherence to established Service Level Agreements (SLAs).
- Served as a key liaison** between technical and business teams, leveraging Agile communication practices to align stakeholders, manage expectations, and transparently report progress and challenges.

Graduate Teaching Assistant – PSYC 260 and BUS 308 | *University of San Francisco* (Aug 2024 – Present)

- Conducting lectures and assisted the instructor in creating and grading assignments based on statistical concepts like variance and correlation (Fall 2024), and database management systems (Spring 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, Intelligent Systems, Data Warehouse and Mining, Software Engineering, Data Mining and Business Intelligence, Advanced DBMS

MAJOR PROJECTS

AI-Driven Security Robotics: Enhancing Safety in High-Risk Environments (Jan 2025 – May 2025)

- Developed a strategic plan recommending cost-effective swarm robotics to address security labor shortages, reduce human risk, and enhance real-time infrastructure monitoring.
- Proposed actionable steps including prototype development, industry partnerships, and regulatory engagement to enable rapid adoption and scalable deployment across high-risk environments.

Mem0: Enhancing Personalized Experiences through Context Retention (Aug 2024 – Dec 2025)

- Developed strategic Go-To-Market materials and engaging product demos showcasing Mem0's seamless integration with Azure AI Search.
- Integrated Raspberry Pi for motion-triggered image capture, cloud uploads, and developed face recognition. and image compression algorithms, enhancing system efficiency by 50%.