

Bhargava Matta

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EDUCATION

University of Washington, Foster School of Business
MS in Information Systems

Seattle, WA
Graduation Date: Jun 2025

University of Washington Bothell
BA in Business Administration: Information Systems and Marketing

Bothell, WA
Graduation Date: Dec 2022

WORK EXPERIENCE

Starbucks Coffee Company
Tryer Innovation Lab Partner

Seattle, WA
Jun 2024 - Present

- Conducted new product incubation testing for AG1 Starbucks drinks and collected qualitative data to inform product decisions and support quality assurance efforts.
- Developed user journey for next generation Starbucks Point-Of-Sale system which supported the ideation of 2 new features which improved overall barista experience.
- Collaborated with cross functional teams on sprint planning sessions for prototype ideation of new Starbucks store equipment and store routine processes.

Costco IT
Systems Analyst

Issaquah, WA
Dec 2023 - Apr 2024

- Developed product requirement document for Microsoft PowerApp interface for streamlining data extraction from DocuSign, resulting in a 70% increase in user efficiency and productivity.
- Implemented user enhancements for document storage processes, reducing service time by 30% and increasing overall system efficiency.
- Created an automated script tool with Automation Anywhere which scanned over 5000 DocuSign documents and identified over 200 documents with missing form data in turn streamlining document process management.

Starbucks Coffee Company
Project Manager Intern

Seattle, WA
Jan 2023 - Mar 2023

- Streamlined the weekly newsletter development process by implementing a new reusable template, resulting in a 50% increase in efficiency for the store development team.
- Delivered 12 interactive store development experiences on the resource center, including communications and content for Quarterly Release.
- Analyzed Tableau-generated monthly site usage data to identify and prioritize key trends and patterns, informing strategic decision-making for store development team which lead to a 12% increase in user engagement metrics.

Rivian Automotive
IT Analyst Intern

Normal, IL
Jun 2021 - Sep 2021

- Identified and resolved inefficiencies in incoming vehicle parts flow by analyzing finance and logistics MRP data in SAP S4 HANA, resulting in a 7% improvement in flow efficiency.
- Analyzed customer order data using Excel Pivot tables to identify top 3 EV accessories for fall 2021, resulting in a projected increase in sales by 22%.
- Collaborated with cross-functional teams to identify root causes of technical issues, which resulted in the resolution of over 200 user tickets in Jira.

Evergreen Mountain Bike Alliance
Project Management Intern

Bellevue, WA
Jun 2020 - Aug 2020

- Lead A/B testing on new customer login portal, resulting in a 17% decrease in customer churn rate after implementation.
- Collaborated with cross-functional teams to prioritize and streamline website development tasks, reducing project timelines by 20% and achieving on-time delivery of 6 UI mock designs on Figma.
- Implemented feedback from 10 user stories and customer discovery interviews to refine product requirements on Jira, leading to a decrease in development time.

SKILLS

Microsoft Office (Excel, Word, PowerPoint), Project Management, SQL, Python, Miro, AGILE, Tableau, Data Analytics