

Muntaha Sultana

Baltimore, MD | Email: msultanax@gmail.com | U.S. Citizen

EDUCATION

University of Maryland, Baltimore County | GPA: 3.6/4.0

May 2023

Major: Bachelor of Science in **Information Systems** | Minor: Entrepreneurship & Innovation

Relevant Coursework: Database Design, UX/UI Concepts, Systems Analysis and Design Thinking, Principles of Programming, Network Communication Systems, Networking Protocols, Computer Science, Cloud Computing, Data Visualization, Cloud Computing, Machine Learning, SQL.

PROJECTS

- Designed a SQL database in Oracle to manage 20 blood bank donation records for a hospital.
- Developed a Java-based digital library system to provide users with personalized movie and show recommendations.
- Engineered a responsive online ordering form using HTML, CSS, and JavaScript, enhancing user experience through UI components.

Certifications: Google Data Analytics Certificate, Digital Tech Credential from CoLab, ITIL v4 in progress, AWS Certified Solutions Architect in progress, Microsoft Certified: Azure Fundamentals in progress

PROFESSIONAL EXPERIENCE

Data Analyst | **Catalyte** | Baltimore, MD

January 2025 - Present

- Develop interactive dashboards using Tableau, enabling stakeholders to derive actionable insights.
- Write SQL queries and optimize processes to extract, transform, and analyze large datasets.
- Create data pipelines and workflows using Python and R, automating data ingestion, transformation, and validation.

Data Analytics Intern | **Samuel Ready** | Baltimore, MD

May 2022 - September 2022

- Developed an alumni tracking system, increasing data volume by 66% to enhance fundraising and outreach effectiveness.
- Documented data cleaning processes for 200 entries, ensuring future usability and consistency.
- Communicated technical issues and research to non-technical stakeholders through presentations and documentation.

Student Team Researcher | **Army Research Lab & MD Robotics Center** | Catonsville, MD

May 2022 - August 2022

- Engineered sensing, networking, and communication systems for ground-level observation as part of a 9-member team utilizing Java and Python.
- Executed data-driven experiments of a hexapod robotic system to withstand a high-speed drop, achieving an 80% improvement in system stability and performance.

Search Engine Optimization Intern | **MoreWithUs** | Chicago, IL

June 2021 - December 2021

- Applied marketing skills to promote the company's website, to increase website traffic by 10%.
- Leveraged Google Analytics to refine marketing strategies, boosting engagement rates by 20%.
- Analyzed website performance to locate technical weaknesses and social engagement opportunities; implemented 4-6 external linking strategies.

Assistant Manager | **Jamba Juice** | Catonsville, MD

July 2017 - September 2020

- Led a team of 3-4 employees, enhancing productivity by 15% to accomplish business goals.
- Optimized operational workflows and implemented accurate inventory tracking, reducing waste by 20%.
- Increased customer satisfaction scores by 18% after introducing structured sample conversation guides for employees.

LEADERSHIP & ACTIVITIES

Information Systems Tutor | **Academic Success Center**

September 2022 - May 2023

- Guided over 15 students in mastering course content, improving study techniques, and stress management.
- Fostered supportive community by collaborating with five peers to create a positive learning environment.

Undergraduate Rep | **Departmental Promotion Committee for Information Systems**

September 2022 - May 2023

- Solicited feedback from 120+ stakeholders and students, influencing department policy decisions.
- Produced oral and written presentations on data-driven insights to faculty.

President | **Information Systems Council of Majors**

May 2021 - May 2023

- Collaborated with 4-5 experts each semester who provided impactful workshop sessions focused on career readiness.
- Managed a \$3000 annual budget, ensuring accurate reimbursements and preparing Fiscal Year reports.

Affiliates Representative | **Center for Women in Technology (CWIT)**

September 2020 - May 2023

- Strengthened connections with CWIT leadership, increasing community engagement by 30%.
- Prepared community events that promoted diversity and inclusion in technology for 200+ members.