DEEPTHI RAMESH DIKSHIT

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SKILLS

Project & Operations Management: Notion, MS Project, JIRA, Asana, Monday.com, Gantt Charts, Waterfall, Agile Methodology-SCRUM, Confluence, ServiceNow, Slack, Project Planning, Sprint Management, Stakeholder Management.
Work Breakdown Structure, RACI Charts, Risk Analysis, Resource Planning, Change Management, Process Mapping (Lucidchart)
Business & Financial Analysis: Salesforce, Spreadsheet, Tableau, Power BI, SQL, Salesforce CPQ, Sales Operations, Fundraising, Investor Relations, Pitch Deck Development.
Technical & Productivity: GitHub, Lovable.ai, Wix Studio, WordPress, DevOps Engineering, Salesforce (Admin/Developer), Apex, Visual Studio Code, Data Loader, Hex Dashboard, Lingo, Deployment Automation, Infrastructure Management, Microsoft Office Suite (Excel - XLookup, VLookup, Pivot Tables, PowerPoint, Word, Outlook, Teams), Google Workspace, Documentation Tools.

WORK EXPERIENCE

STAGE ZERO HEALTH | PROJECT & OPERATIONS MANAGEMENT INTERN   Sep 2025 – Dec 2025

- Led Agile transformation across 8-person engineering team, implementing Scrum framework with parallel work-streams and establishing operational excellence standards, increasing sprint velocity to 50+ story points per sprint while reducing deployment cycle time by 30%. Built a full project management system in Notion to streamline visibility and coordination across teams.
- Built comprehensive project management infrastructure in Notion, consolidating team task tracking, sprint planning, and stakeholder visibility across 50+ active tasks, while coordinating DevOps migration that reduced deployment errors by 40% and increased deployment frequency from 2x/week to daily releases.
- Established and documented 8 engineering standards and best practices (coding conventions, code review processes, testing frameworks, deployment protocols), adopted organization-wide and enforced across 100% of commits, reducing critical bugs by 25% and improving code review turnaround time from 48 hours to 12 hours.

BRILLIO | ENGINEER (SALESFORCE ADMINISTRATOR/DEVELOPER)   Nov 2022 – Jul 2024

- Amplified IT projects by coordinating stakeholders and identifying system inefficiencies, contributing to scope alignment and timely execution.
- Managed JIRA boards to track and resolve production defects, proactively developing workarounds that reduced lead time by 20-40%, depending on defect severity for client – Toast.
- Executed the migration of 500+ restaurant operations from Salesforce Classic to Lightning Web for Toast services across the U.S., to improve accessibility and onboard or create new client business opportunities.
- Trained 100+ business users on CRM functionalities and led weekly client meetings presenting training materials and tracking progress through KPIs, ensuring smooth adoption and cross-functional collaboration during system migration
- Enhanced pricing strategy and sales operations by implementing 15+ Product/Price Rules and managing the Quote-to- Cash process in Salesforce CPQ, reducing quote generation time by 40%.

HI TECH DIES AND TOOLS | PROJECT MANAGEMENT INTERN   Jul 2022 – Oct 2022

- Pioneered the digitalization of two years' worth of paper process sheets into Excel-based real-time systems, improving accessibility by 40% for production tracking.
- Analyzed production workflows at the manufacturing plant end to end, identifying bottlenecks and proposed solutions to streamline operations that reduced lead times. Managed supplier relationships for timely material procurement, preventing delays.
- Introduced a real-time tracking system for aluminum dies using Spreadsheets enabling instant access to critical production data and reducing die misplacement incidents by 20% weekly.
- Implemented a client feedback system to assess product quality and communicate process flows for end-to-end business transactions, resulting in a 10% increase in operational efficiency through continuous process improvements.

CAPSTONE PROJECT | PROJECT MANAGEMENT   Jan 2025 – Apr 2025

- Led the development of a project proposal for UniClean as a part of Project Management course, a data-driven seasonal maintenance service addressing snow removal and yard upkeep through a structured, subscription- based model.
- ·Applied key IT project management methodologies, including Agile planning, stakeholder management, Work breakdown structure, RACI chart, risk analysis (Crystal Ball), and scheduling (Gantt charts, MS Project), ensuring efficient resource allocation and strategic project budget justification for an AI-driven platform. (LINK TO WORK SAMPLE)

EDUCATION

Northeastern University - *MS Engineering Management   - CGPA: 3.82*   Sep 2024 – Dec 2026
Project Management, Deterministic Operations Research, Product Management, Supply Chain Engineering, Engineering