

# Vanessa D'Souza

## Solutions Architecture Intern - Product Management Team

Bellevue, WA - Email me on Indeed: [indeed.com/r/Vanessa-D'Souza/e3a1b61f4a4e0eaf](https://www.indeed.com/r/Vanessa-D'Souza/e3a1b61f4a4e0eaf)

Willing to relocate: Anywhere

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Solutions Architecture Intern - Product Management Team

DHL - GLOBAL FORWARDING -

2015 to 2015

- Analyzed portfolio costs distribution of regional applications to determine feasibility for transition to new forwarding environment
- Built reports & dashboards in Tableau for comparative analysis of projects aiding in measurement of BU key performance indicators
- Prepared business process flows for the integration of customer service application facilitating seamless order management
- Steered the automation of the prorating of house-bill charges; resulting in process improvements & cost savings of \$136,000/year
- Collaborated with architects to evaluate scope, time & budget considerations of project proposals for the Architecture review board

#### Senior Program Analyst

TATA CONSULTANCY SERVICES - Mumbai, Maharashtra -

2013 to 2014

- Led a team of 5 engineers to the successful implementation of a customer relationship management(CRM) project for Ingersoll Rand
- Created comprehensive use cases to aid in planning of business requirements and end to end functional testing of sales application
- Initiated & facilitated stakeholder meetings, aiding in customer & employee engagement & timely mitigation of project risks & issues
- Presented pragmatic recommendations to senior management on evaluations of a future project based on Open UI Technology

#### Senior Systems Engineer

INFOSYS, LTD - Pune, Maharashtra -

2012 to 2013

- Spearheaded a team of 4 engineers for development & implementation of Westpac bank's master data management(MDM) project

- Developed a real-time publish-subscribe framework to downstream systems, enabling a unified profile of enterprise customer data
- Served as a liaison between the client and the senior designers to implement complex financial, marketing & regulatory frameworks
- Delivered training & knowledge transfer sessions for a 20 member cross functional team & induction programs for new recruits
- Awarded 2 Infosys Insta Awards for Outstanding performance in Quarter II and Quarter IV of 2012-2013

## **Systems Engineer**

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2010 to 2011

- Researched & deployed business rules engine to automate the AML identification & verification of 12 million customers records
- Developed and executed SQL queries to retrieve, analyze and perform complex data manipulations on customer data
- Analyzed business requirements to conceive detailed design & technical specifications and to document functional test cases
- Involved in requirements gathering, development, system & user acceptance test phases of Software Development Lifecycle (SDLC)
- Awarded Infosys Insta Award for Exceptional Performance in Quarter III 2011-2012

## **EDUCATION**

### **Master of Business Administration in Data Mining & Predictive Analytics**

ROBERT H. SMITH SCHOOL OF BUSINESS - University of Maryland - College Park, MD

2014 to 2016

### **Bachelor of Engineering in Electronics & Telecommunication**

DON BOSCO INSTITUTE OF TECHNOLOGY - Mumbai University - Mumbai, Maharashtra

2006 to 2010

## **LINKS**

<http://www.linkedin.com/in/vanessamargaretdsouza>

## **ADDITIONAL INFORMATION**

### **TECHNICAL SKILLS**

- Tools: Tableau, Power BI, MS Excel, MS Visio, MS Project, SharePoint, MS Office, Oracle Siebel CRM & UCM, Quickbase
- Databases: MySQL, IBM DB2, Oracle 11g, SQL Server, MS Access