Kamna Surjani

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OBJECTIVE

Results-driven Information System Management student with 5 years of experience in requirements gathering, analysis, and product design. Seeking an Analyst role to leverage my skills in driving business success and delivering actionable solutions.

EDUCATION

W. P. Carey School of Business at Arizona State University   **August 2023 - July 2024(Expected)**

Master of Science – Information Systems Management.   Tempe,AZ

Gujarat Technological University   **June 2014 - June 2018**

Bachelor of Engineering, Computer Engineering   Ahmedabad, Gujarat

PROFESSIONAL EXPERIENCE

HR Office Assistant/HR Process Assistant

Education Outreach and Student Services, ASU   **October 2023 - June 2024**

- Redesigned and streamlined the process for student workers, enhancing efficiency and accuracy, and created tracking sheets to monitor employee activities, improving HR workflow management.
- Developed comprehensive HR policies, handbooks, and process documentation for consistency and easier onboarding.

Business Analyst   **January 2022 - February 2023**

Corpository – A Yubi Company   Ahmedabad, India

- Acted as the liaison between Product Managers and the Technical team, defining requirements for deploying solutions and creating documentation, enhancing project deliverables by 40% across 20+ projects.
- Facilitated communication between stakeholders and the product team, ensuring software development life cycle alignment, resulting in a 50% increase in project efficiency and reducing completion time by 25%.
- Led cross-functional collaboration, providing project insights to developers, QA teams, and UI/UX designers, improving project understanding and efficiency by 90% and reducing rework by 30%.
- Streamlined processes and negotiated sprint goals, cutting delivery time by 20% and improving on-time rates by 35%.

Business Analyst   **July 2018 - December 2022**

AlmaShines Technologies Pvt.Ltd   Ahmedabad, India

- Gathered and prioritized business requirements, conducted 10+ training sessions, tracked 50+ technical issues, engaged stakeholders for 30+ feature enhancements and issue resolutions, and provided continuous support to the internal team, ensuring efficient product delivery and problem-solving.
- Analyzed performance data, delivered 20+ actionable reports to senior management, increasing productivity by 35%, ensured stakeholder satisfaction through 15+ review meetings, and assessed 5+ vendors to automate processes efficiently.
- Successfully executed the "ATOM" project in FY 2021-2022, expanding the company's reach among 50+ NIRF ranked institutes, activating high-potential segments in Indian markets, and onboarding prestigious clients such as IITs, IIMs, University of Western Macedonia, Mapùa University, increasing the conversion rate by 50% monthly.

ACADEMIC PROJECT EXPERIENCE

Business Data Visualization Project - A Comprehensive Data Visualization of Airbnb's Market   **October 2023 - December 2023**

- Visualized NYCs Airbnb data in Tableau, uncovering insights on peak booking times and popular neighborhoods, resulting in a 15% increase in occupancy mates
- Designed interactive dashboards highlighting pricing trends for different accommodation types, enabling stakeholders to make data-driven decisions increased revenue by $I million

Machine Learning for Business Professionals Project - Credit Card Default Prediction Analysis   **Jan 2024 - March 2024**

- Constructed and executed a supervised machine learning algorithm using Python to predict credit defaults, analyzing a dataset of 30,000 accounts from BesiCard, resulting in an 85% accuracy rate
- Improved each's management side by identifying high-risk accounts with predictive model, reducing default rates by 20% and saving dead company $1.5 M in potential losses

SKILLS & CERTIFICATIONS

- **Computer Skills:** Microsoft Office Suite, Adobe Illustrator, Canva, Figma, Balsamiq, Asana, Jira, Trello, Slack, Peoplesoft, ERP
- **Technical Skills:** Tableau, Machine Learning, Python, MySQL, Agile/Scrum, BRD/SRD, StarUML, Power BI
- **Languages:** C(Advanced), C++ (Intermediate), Java(Intermediate), Python(Advanced), SQL(Advanced)
- **Certifications**: Python Basics for Data Science by edX, Cloud Architecture by AWS, Lean Six Sigma Foundations