

SKILLSET

- **Data analysis:** Tableau, SPSS, SQL, R, Data Metrics, eCommerce & Google Analytics (Certified)
- **Tools/Languages:** Wireframing, MS Project, MS Office (Advanced), MS Excel, JIRA, VBA, SQL
- **Methodologies:** Product Lifecycle Management, Agile

CERTIFICATIONS

- Scaled Agile Framework - Agilist (SA), *Scaled Agile*
- NCFM Financial and Securities Markets, *NSE India*
- Six Sigma – Green Belt, *San Jose State University*
- Google Analytics, *Google Analytics Academy*

PROFESSIONAL EXPERIENCE

- Project Management Intern**, *Scalable Systems Research Labs, San Jose, CA* Jul. '17 - Present
- Managing agile project scheduling, documenting use cases and creating KPI dashboards (Business Metrics)
- Business Analyst**, *Miles Software Solutions Pvt. Ltd., Mumbai, India* Oct. '12 – Aug. '15
- * Received the 'Extra Miles Award' for going beyond call of duty to accomplish business results.
 - Gathered requirements and designed technical architecture involving Moneyware®, and Salesforce for leading financial services firm. Created software product roadmap & project cost estimation plan.
 - Accelerated product release by backlog prioritization and effective coordination with cross-functional teams. Received client appreciation for quality delivery (before deadline).
 - Translated user needs and requirements into product features and created product plan/roadmap, functional specification document (FSD) and user-manuals.
 - Created impact analysis reports for product customizations and enhancements to optimize estimates.
 - Provided end-user training and acted as product & subject matter expert (SME) for B2B clients.
 - Reduced the regression testing time by creating reusable MySQL queries to build test data for E2E validation.
- Quality Engineer**, *Geodesic Ltd., Mumbai, India* Sep. '08 – Mar. '11
- Championed migration of development team from legacy bug-tracking tool to Bugzilla.
 - Created excel-based reporting tool using MS Excel VLOOKUP to report system wide status of executed test plans on Portfolio Management System and eCommerce(Logistics) projects.
- Software Engineer**, *Skytech Solutions Pvt. Ltd., Mumbai, India* Jul. '07 – Aug. '08
- Worked as java developer and also performed issue tracking using JIRA.

RELEVANT PROJECTS

- 📱 **WherzItFrom (Graduate Project)** Video: <http://y2u.be/2Eo7VzwT29w> May '17
- A mobile app that helps customers with their food preferences**
- Finalized product needs through statistical analysis (market research), operational feasibility using house of quality, kano model & decision tree, and created wireframes. Developed alternative business models (cost-benefit, pricing & revenue) & go-to market strategy.
- Six Sigma Improvement Project** for Steel Manufacturing Company May '16
- Reduced the total process lead time by 52% and improved the cycle time by 18% using 6σ methods.
- Service Quality of Mobile Railway Ticketing Application** May '16
- Evaluated gap in actual and perceived service quality using statistical tests & E-SERVQUAL dimensions.
- Cost-benefit Analysis: Purchasing Cloud Computing service v/s Cloud Brokering platform** May '16
- Evaluated purchase decision by analyzing cloud alternatives using risk/profit trade-off method.
- Operations Planning and Control Project** Dec. '15
- Demand planning, MRP (Material Resource Planning) & simulated scheduling in 'Pro Model' tool.

EDUCATION

- Master of Science (Engineering Management)**, *San Jose State University, CA* May '17
- Product Management • Business Analytics • Advanced Systems Engineering • Economics
- GPA: 3.86
- Master of Business Administration (Information Management)**, *University of Mumbai, India* May '14
- Project Management • ERP Systems • e-Commerce • IT Strategy • Marketing Management
- Bachelor of Engineering (Electronics and Telecommunications)**, *University of Mumbai, India* May '07