

Sebastian Shenny

630-547-3662 | sebastianshenny97@gmail.com | <https://www.linkedin.com/in/sebastianshenny/> | Carol Stream, IL

EDUCATION

University of Illinois at Urbana-Champaign

Champaign, IL

BS, Information Systems and Operations Management

May 2025

- 3.95 GPA, Gies College of Business
- **Relevant Coursework:** Calculus, Statistics, Data Science & Analytics, Business Process Improvement, Business Analytics, Accounting, Micro- & Macro- Economics

WORK EXPERIENCE

Capital One

Richmond, VA

Product Management and Analytics Intern

June 2024 - August 2024

- Leveraged SQL to perform analyses for a project aimed at optimizing servicing intents which impact more than 4M customer calls per year
- Analytical outputs created features which were used to train a ML model to predict customer servicing outcomes. Model was able to boost intent accuracy by 10%, and if implemented at scale, would lead to incremental OpEx savings of more than \$1.5M annually
- Derived qualitative insights from call-listening to bring further context to the customer experience, and identify potential risks and outlier scenarios

Amazon Fresh

Bloomington, IL

Outbound Associate

June 2022 - August 2022

- Fulfilled customers' online orders directly, ensuring accuracy and speed in order fulfillment
- Developed exceptional customer service skills by assisting shoppers with product inquiries and ensuring a positive experience

LEADERSHIP EXPERIENCE & INVOLVEMENT

Illinois Consulting Group (ICG)

Champaign, IL

Staff Consultant

February 2022 - Present

- Created potential solutions and improvements with analytical approaches for a business in terms of marketing strategy and operations, across various industries
- Conducted research by sourcing market data and interviewing industry experts
- Participated in weekly team meetings and client calls, communicating with team members on various shifting issues over the course of a semester

RELEVANT PROJECTS

Solving Mental Health at Microsoft

Champaign, IL

Group Member

August 2021 - December 2021

- Collaborated with four team members on a semester-long capstone project
- Presented potential solutions regarding mental health struggles to a panel of company representatives from Microsoft at an end-of-semester competition

SKILLS

Languages: English (Fluent), Malayalam (Proficient), Spanish (Limited Proficiency)

Computer: Python, Tableau, SQL, Microsoft Office

Skills: Business Analysis, Data Analysis, Teamwork, Critical Thinking

Interests: Games, Piano, Exercise, Cinema