

# KUMAR NAVDISHA BATRA

857 961 7666 | [navdishabatra@gmail.com](mailto:navdishabatra@gmail.com) | [Navdisha-Batra](#)

## EDUCATION

### Northeastern University

Master of Science in Information Systems

Boston, MA

August 2025

### SRM Institute of Science and Technology

Bachelor of Technology in Electronics and Communication

Chennai, India

May, 2020

## WORK EXPERIENCE

### ACCENTURE SOLUTIONS LTD

Bengaluru

#### *Application Development Analyst*

January 2021 - August 2023

- Increased approval process efficiency time by 30% and reformed user interface by developing innovative out-of-office functionality with Lightning Web Components..
- Achieved a 100-hour annual time savings by implementing Salesforce Flows automation, streamlining license management and enhancing business process.
- Secured a remarkable 45% boost in critical process accuracy with a dynamic Tableau stage monitoring dashboard. ensured sound data quality, eliminating manual delays.
- As Scrum Master, gathered requirements, led effective retrospectives, facilitating a 15% increase in team velocity and spearheading 12 valuable process enhancements for fortune 100 pharmaceutical client.
- Streamlined system functionality by leveraging Apex to resolve 25 critical bugs, resulting in a 40% reduction in support tickets and a 30% increase in overall system performance
- Elevated data quality and managed databases efficiently through schema builder and optimized SQL queries, resulting in 30% error reduction.
- Led a team of 5, executed 8 metadata migrations in a workflow tool, collaborating cross-functionally to deliver substantial value.

## SKILLS

- Technical expertise - [Certified Salesforce Administrator\(Admin ID-2761047\)](#), Process automation, User Research, Salesforce.com, Lightning Web Component.
- Programming - SQL, SOQL, Apex, Java, Javascript, HTML, CSS.
- Tools - Figma, Balsamiq, Tableau, PowerBI, workbench, Data loader, Copado, JIRA, Confluence.
- Methodologies - AGILE, Product design, project management and documentation.

## PROJECTS

### AUTOMATED SYSTEM MONITORING, ACCENTURE SOLUTION LTD

Bengaluru,India

September 2021 - October 2021

- Utilized Salesforce Flows, Apex, and workflow actions to automate opportunity analytics reporting, resulting in a daily time savings of 30 minutes.
- The automation substantially boosted accuracy by minimizing errors and offering potential fix suggestions, thereby improving operational efficiency.

### EMAIL WRITER USING LWC WITH OPEN AI, NORTHEASTERN UNIVERSITY

Boston,MA

August 2023 - September 2023

- Implemented an interactive email writer using an HTML component with CSS styling, using prompts from the user to generate text for precisely written emails.
- achieved 30% faster email delivery using openAI API and integrating it with Lightning web component.

### [ENABLE FOR APPLE PAY](#), NORTHEASTERN UNIVERSITY

Boston,MA

August 2023 - September 2023

- Implemented three Apple Pay features for youth and community empowerment in PROTOTHON, informed by 15 user interviews that shaped a clear problem statement and vision.
- Conducted market research to understand Key performance indicators and potential market segments of 1 Million users.

## LEADERSHIP EXPERIENCE

### *Vice President*

Planned and executed ELECTROBITZ2019, a TECH Festival at SRM University's ECE department, hosting 20 academic and cultural events, engaging over 2,000 participants, and elevating departmental recognition.