Olivia Belinda Dsa

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EDUCATION

New York University   **Sep 2022 - Present**
Master of Science in Management of Technology

University of Mumbai (Don Bosco Institute of Technology)   **Aug 2016 - Oct 2020**
BE in Computer Science

SKILLS

Program Management, Product Roadmap, Requirements Gathering, Market Research, Python, SQL, Power BI, UAT Testing, Miro, Figma, Data Visualization, Tableau, MS Office, MS Project, Smartsheet, JIRA, Zendesk, Confluence, Scrum, Agile Transformation, Communication, Customer Satisfaction, Problem-Solving, Networking, Relationship Building

EXPERIENCE

Teaching Assistant   **New York City, USA**
New York University   *Jan 2023 - Present*
- Assisted 100+ graduate students throughout their Capstone projects and courses, offering guidance and support
- Provided students with relevant resources, such as research papers, events, articles, and tools to help them succeed
- Organized and conducted workshops focused on Data Visualization and Project Management
- Scheduled and facilitated meetings to ensure regular communication and progress updates

Technical Project Manager Intern   **Austin, USA**
Cloudflare   *Jun 2023 – Aug 2023*
- Led the JIRA automation project which reduced the time spent by the support managers by 80% from 7.5mins to 1.5mins
- Led Customer Dissatisfaction Outreach pilot, engaging with 7 premium customers, exceeding goals
- Formulated project charters, roadmaps, and milestones to inform teams about the next steps and ensure project success
- Oversaw a 20-member cross-functional team, collaborating with 6 stakeholders for the automation project launch
- Identified risks by driving 72% improvements in decision-making by implementing RAID logs and mitigation strategies
- Successfully delivered 2 complex projects on time, in budget through collaboration with the senior managers, directors, development, product, and support engineering teams

Technical Business Analyst   **Mumbai, India**
Dure Technologies   *Sep 2020 - May 2022*
- Initiated a new project for developing conversational AI chatbots for public health by creating user stories and bot responses for 20 countries in 10+ languages which enhanced the overall response time and accuracy by 32%
- Collaborated with the CTO, product, development, sales, and marketing teams to launch over 20 applications
- Took charge of assigning JIRA tickets and strategically allocating resources to ensure seamless project execution
- Engaged with business stakeholders and managed a team of 30 people by leading daily Scrum calls and addressing any issues regarding timelines, resource availability, and teamwork
- Designed workflows and screen mockups using Miro, Figma, and PowerPoint to improve the efficiency of the current dashboard and optimized the previous system performance by 34%
- Implemented a new product called Assisted Model to the current system that saved time and increased efficiency by 20%
- Analyzed data for 50k+ users using Tableau and Power BI to create insightful reports and intuitive dashboards

PROJECTS

HealthTotal – Project Management Course Project   *Sep 2022 - Dec 2022*
- Led a 5-member project team, served as project manager, conducted regular meetings with clear agendas, ensured task accountability, and achieved the highest grade among 20 competing teams
- Conceptualized, documented and scoped a virtual doctor-patient mobile app, called HealthTotal

Timetable Generation using Genetic Algorithm - Final Year Project *Aug 2019 - Oct 2020*
- Developed a University Timetable Scheduler using Genetic Algorithm (AI) that efficiently schedules courses, classrooms, lecturers, and the constraints that arise with them
- Web Client with React was implemented to input these constraints and display Timetables. The back-end services were built with Python (Flask)

Enhancing Product Sales in Xiaomi – Enterprise Resource Planning Project *Jan 2020 - Apr 2020*
- Restructured the existing business process plan by introducing 2 additional features of pre-booking and prioritizing customers to streamline product orders and increase sales in Xiaomi
- Analyzed and demonstrated insightful graphs using Excel to showcase the benefit of the revised model