

Prajakta Sanjay Lasanpure

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PROFESSIONAL SUMMARY

Technical Business Analyst / Solutions Support Engineer with experience serving as a primary support contact for customers and internal teams, troubleshooting connectivity and data-access issues and supporting implementations using REST APIs and Kubernetes. Strong in data gathering/reporting (SQL, Python, Power BI), clear technical communication, and coordinating testing, SOPs, and release readiness across stakeholders.

SKILLS

Connectivity & Troubleshooting: Network connectivity diagnostics, Fiddler, incident triage, root cause analysis

Implementation & Support: System testing, validation, deployment support, SOP/process documentation

Data & Reporting: SQL, Python, Power BI, data analysis and visualization

Platforms/DB: Databricks, Snowflake, SQL Server, Oracle, MySQL, MS Access

Tools: Jira, Confluence, Smartsheet, Excel, Salesforce, Spotfire, TIBCO Data Virtualization

Work Experience

Lead Business Analyst, South Carolina Department of Public Health | South Carolina

April 2024 - Present

- Serve as a key contact between program stakeholders and delivery teams; track open items, clarify requirements, and coordinate testing to support smooth rollout of system enhancements.
- Improved requirement-gathering efficiency by 25% and supported delivery performance with 98% on-time releases through close collaboration with development teams.
- Created Agile storyboards/user stories, increasing backlog clarity by 30% and reducing revision cycles by 40% by translating business needs into functional requirements. Created Agile storyboards/user stories, increasing backlog clarity by 30% and reducing revision cycles by 40% by translating business needs into functional requirements.
- Conducted testing and validation of new features; developed and maintained SOPs to align operational execution with evolving requirements.

Data Virtualization Engineer, Cloud Software Group INC | North Carolina

May 2022 – January 2024

- Acted as frontline technical support for 200+ customers integrating data across relational DBs, OLAP cubes, and web services; maintained 4.8/5.0 CSAT through timely resolution and clear communication.
- Diagnosed and resolved 90+ network connectivity issues weekly using Wireshark and Fiddler, improving application performance and preventing data loss across customer environments.
- Supported implementation work by deploying RESTful API integrations on TIBCO Data Virtualization, improving issue detection and resolution by 30%.
- Improved data fetch efficiency by 15% through SQL/query optimization; supported deployments on Kubernetes in production environments.
- Performed system testing and process reviews, surfacing recurring customer pain points and usage trends that informed product strategy and roadmap planning for performance and connectivity features.

Graduate Research Assistant, TRIO Student Support Services | Kansas

January 2022 – May 2022

- Supported deployment of a distributed system to collect and process log events from multiple sources; evaluated SQL/NoSQL solutions and validated system behavior.

Test Engineer, Netapp (Workforce Logiq) | Kansas

June 2021 – December 2021

- Built the frontend of an inventory website using HTML/CSS, JavaScript, ReactJS, and Django, integrating with backend APIs and applying UI/UX principles to refine interfaces and improve usability.
- Structured and executed test cases, developed test plans, and conducted quality assurance testing for software updates, ensuring host software features met functional and performance requirements and documenting results.

Education

Executive Master of Science in Project Management

May 2025 – Present

Tennessee Wesleyan University

August 2020 – May 2022

Master of Science in Computer Science Engineering

GPA: 3.4/4.0

Wichita State University

Bachelor of Technology in Information Technology Engineering

August 2016 – July 2020

MIT Academy of Engineering

GPA: 4.0/4.0