Pranaya Jajoo

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Education

University of Illinois at Urbana-Champaign, Gies College of Business *Urbana, IL*
MASTER OF SCIENCE, TECHNOLOGY MANAGEMENT | GPA: 3.96/4.0 *2019 - 2020*

Veermata Jijabai Technological Institute, Mumbai (VJTI) *Mumbai, India*
BACHELOR OF TECHNOLOGY, ELECTRICAL ENGINEERING *2015 - 2019*

Professional Experience

Avant LLC *Chicago, IL*
OPERATIONS AND STRATEGY ANALYST *December 2020 - Present*

- **Contact center product reform**: Worked cross-functionally with the front-end, back-end, customer operations, and data management teams to facilitate company-wide cut-over from Avant's legacy Cisco vendor to the new Twilio Flex product with estimated savings of $150k per year.
- **Livevox SMS and dialing campaigns implementation**: Deployed jobs and built SQL monitors for SMS, email, voicemail, and outbound dialing for customer communication in Livevox to replace disparate vendors with estimated savings of $100k a year. Scripted Python jobs for auto-migrating customer communication data from Livevox to Avant's cloud database.
- **Self-service capabilities**: Identifying, building, and deploying APIs with the development team to facilitate automated self-service capabilities like 'Text-to-Pay' and 'Schedule Callbacks' within the in-house IVR application (phone, email, SMS) and mobile application.

Runaway *Champaign, IL*
PRODUCT MANAGER *June 2020 - December 2020*

- Created the product road-map and took lead in developing and launching a front-end mobile application and a back-end web application in the mental health space.
- Managed a team of 12 engineers and designers and conducted weekly agile sprints including writing epics based on user stories.
- Conducted interviews with 13 users, 6 bloggers, and 4 volunteers to develop detailed user stories. **Product Demo**

Gies College of Business *Urbana, IL*
RESEARCH ASSISTANT *January 2020 - Deccember 2020*

- Developed a SQL schema of top management team composition (c-suite) at large U.S. corporations (>$100,000M annual revenue) and used regression models to determine their impact on innovation in an organization.

Illinois Business Consulting *Champaign, IL*
PROJECT MANAGER FOR A LIVE-CELL IMAGING START-UP *January 2020 - May 2020*

- Managed a team of 4 consultants to identify new markets for a live cell imaging start-up post the global COVID-19 pandemic.
- Performed detailed market trend analysis in areas of product mix, pricing, value, and services by performing quantitative research on 15 competitors and about 4000 customers.
- Created an marketing plan based on A/B testing for redesigning website and marketing strategy, which increased responses by 20% and sales by 3%.

ANALYTICS CONSULTANT FOR A TOP US GROCERY CHAIN *August 2019 - December 2019*

- Standardized pellet delivery throughout the week to ensure a more efficient demand-based replenishment system across the client's network of grocery stores by conducting data analysis on current logistics and storage data of over 70 stores.
- Built an Excel VBA-Macros tool that will automate the process of identifying the most efficient delivery operation based on dynamically changing data from stores located globally now and in the future.

British Petroleum *Chicago, IL*
STRATEGY AND PROFESSIONAL RESPONSIBILITY COMPETITION *September 2019 - December 2019*

- Won the First Runner-Up prize for developing a 20-year plan to shift the energy mix in the developing country from non-renewable to renewable energy sources while satisfying all stakeholders and maintaining steady economic growth.

Bhabha Atomic Research Center *Mumbai, India*
DATA ANALYST *June 2018 - November 2019*

- Developed a software to perform digital analysis on the radiation emitted by equipment used for handling radioactive material eliminating the need for analog analysis and reducing costs by $6000.

Siemens Limited *Mumbai, India*
SUPPLY CHAIN ANALYST *May 2017 - September 2017*

- Created a Tableau dashboard that tracked the required cycle time vs current production rate for circuit breakers, employee distribution on assembly line, and status of defective appliances, raw materials, and missing orders, increasing the of production rate by 3%.

Certificates & Skill

- **Certificates**: Scrum Alliance: Certified Scrum Master, Agile Project Management, MIT Python
- **Skills**: Python, SQL, Looker, Jira, Trello, Tableau, Excel VBA-macros and VLOOKUP, C++