Shruti Rao

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EDUCATION

Syracuse University | M.S. – Information Systems | Syracuse, USA   **Aug 2022 – May 2024**
University of Mumbai | M.Com. – Electronic Commerce | Mumbai, India   **Dec 2020 – May 2022**
University of Mumbai | B.Com. – Accounting and Finance | Mumbai, India   **June 2017 – Oct 2020**

PROFESSIONAL CERTIFICATIONS

Certified Scrum Product Owner (CSPO®)	Snowflake Hands on Essentials-Data Warehouse	Product Analytics Certified
Certified ScrumMaster® (CSM®)	Microsoft Office Specialist: Microsoft Excel 2019	Google-Fundamentals of Project Management

WORK EXPERIENCE

Program Manager, iConsult Collaborative at Syracuse University   **Sept 2023 – Present**
- Led cross-functional teams on diverse projects, utilizing agile methodologies and scrum practices to manage timelines, budgets, and stakeholder communications, ensuring adaptability to client needs.
- Developed project documentation, progress reports, and change management strategies to align with organizational standards.
- Oversee chronic illness management system development for Albany Health, integrating wearables and analytical software.
- Manage automation of payment gateway for fundraising organization, enhancing online donations while maintaining security.

Business Analyst, College of Professional Studies at Syracuse University   **Sept 2023- Dec 2023**
- Identified root causes and implemented data-driven solutions while analyzing processes and interpreting technical documents to define business requirements.
- Designed and documented streamlined workflows using swim lane diagrams and optimized system workflows through thorough process analysis.
- Developed user documentation and provided technical guidance on system changes.

SKILLS

- **Statistical Tools**: Decision trees, Hypothesis testing, Statistical testing (t-test, Z-test, chi-square test)
- **Project Management:** Microsoft Excel (e.g. pivot tables & charts, multiple criteria lookups, nested logical/IF formulas, data cleansing, array formulas)
- **Programming and Data Analysis Tools:** Python (Matplotlib, NumPy, pandas), PowerBI

ACADEMIC PROJECTS

Innovative Office Infrastructure (Skills: Microsoft Project)   GitHub
- Developed a project charter to define objectives and scope.
- Created a Work Breakdown Structure (WBS) for task management for managing resource allocation & obedience to time & budget constraints.
- Utilized Microsoft Project for planning and execution, delivering the project on time and within budget to establish a fully equipped office space.

Hospital Database Management System (Skills: Microsoft Azure Data Studio, Microsoft PowerApps)   GitHub
- Designed and implemented a comprehensive hospital management database in SQL Server
- Established systems for tracking patient appointments and staff allocation, integrating employee data and patient feedback.
- Created a relational database model in SQL Server and a PowerApps application with SQL login procedures.
- Leveraged MySQL joins, aggregations, window functions to integrate and visualize hospital data in Canvas

Healthcare Cost Prediction (Skills: R studio, Google Colab)   GitHub
- Analyzed healthcare cost data to identify key factors influencing costs for providers and insurers.
- Used statistical modeling to derive actionable insights and make strategic cost reduction recommendations.
- Created data-driven visualizations in R Studio using tools like ggplot and ggmap, including scatter plots, maps, histograms, and bar charts to help businesses reduce healthcare costs.

Walmart Retail Data Analysis (Skills: Tableau)   View Dashboard
- Developed a dynamic Tableau dashboard for Walmart Retail Data Analysis, enhancing data-driven decision-making by tracking key metrics such as profit, sales, and discounts across various categories.
- Conducted in-depth analysis of state-wise average profits, identifying South Dakota as having the highest and Montana the lowest, while evaluating age groups for maximum profitability.
- Managed a comprehensive dataset consisting of 26 fields and 8,399 rows, delivering insights into regional quarterly profits and other critical business metrics.

OTHER

- Treasurer, Nanhi Kali Graduate Student Organization, Syracuse University, an organization promoting the global education of women and providing scholarships for basic education for underserved girls in India.
- Facilitated a Google Analytics session for 100+ master's student, focusing on KPI identification and customer interaction analysis to enhance data-driven decision-making.