

Shruti Rao

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EDUCATION

Master of Science - Information Systems, Syracuse University

August 2022 - May 2024

Master of Commerce - E-Commerce, Mumbai University

December 2020 - May 2022

Bachelor of Commerce - Accounting and Finance, Mumbai University

June 2017- October 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 Digital Marketing

Google-Fundamentals of Project Management

EXPERIENCE

Program Manager, iConsult Collaborative at Syracuse University

September 2023 - Present

- For multiple assigned projects, assemble teams, establish timelines, and deliver on client requirements within time and budget constraints. Prepare comprehensive reports for stakeholders, adapting project plans as needed.
- Led cross-functional team projects by coordinating efforts between stakeholders and development teams to ensure precise understanding of business needs and alignment of technical solutions with project objectives.
- Manage a multi-dimensional project to develop a chronic illness management system for client Albany Health Management Associates, integrating wearable devices with real-time monitoring of patient exertion and symptom levels (fatigue, pain) through analytical software. This project involves multi-phase device selection, data acquisition, analysis, and symptom prediction activities targeted toward chronic illness management.
- Manage a social impact project to automate payment gateway operations for a fundraising organization while maintaining robust security protocols. This ensures seamless online donations, facilitating achievement of the organization's social impact mission.

Business Analyst, College of Professional Studies at Syracuse University

September 2023- December 2023

- Coordinated data requirements and business process specifications for a student enrollment system project targeted towards professional development adult learners. This project prioritized customization and user-friendly functionality and translated specific requirements into detailed artifacts like decision tables, user stories, user diagrams & swim lane diagrams, essential for new system process mapping.
- Acted as a liaison between stakeholders and development teams to ensure a clear understanding of business needs. Aligned technical solutions with project objectives, fostering strong relationships and achieving consensus among all involved parties.

SKILLS

- Statistical Tools:** Decision trees, Hypothesis testing, Statistical testing (t-test, Z-test, chi-square test)
- Project Management Tools:** Microsoft Project, Agile methodologies (Scrum, Kanban), Microsoft Excel (e.g. pivot tables & charts, multiple criteria lookups, nested logical/IF formulas, data cleansing, array formulas)
- Programming and Data Analysis Tools:** R (with lm package, ggplot2), Jupyter Notebooks, Google Colab, SQL, Python, Matplotlib, NumPy, pandas, CSS, HTML, Tableau, PowerBI, PowerApps
- AWS Services:** Virtual Private Cloud (VPC), Elastic Compute Cloud (EC2), Relational Database Service (RDS), Auto Scaling (AS)
- Tools and Software:** Microsoft Office, Accounting Software (e.g., Tally ERP 9), Comprehensive business analysis using Microsoft Excel

ACADEMIC PROJECTS

Innovative Office Infrastructure

- Led an initiative as Program Manager to establish a fully equipped office space, including furniture and equipment procurement and managed resource allocation and task assignments to ensure efficient project execution.
- Utilized Microsoft Projects for detailed planning, organization and project tracking to deliver the project within stipulated timeframe and budget.

Hospital Database Management System

- Gathered requirement and defined entity needs for project scope and developed conceptual and logical data models based on gathered requirements.
- Utilized SQL techniques such as join, sub-queries, views, constraints and scripts to streamline database operations. Designed and implemented a web application using Microsoft Power Apps and created an interactive GUI with multiple flows & features such as messaging, maintaining updated patient's list and health records, Doctor's schedule to facilitate user navigation and data access.

Healthcare Cost Prediction

- Analyzed healthcare cost data to identify key influencing factors. Used statistical modeling to understand relationships within the data and make strategic cost reduction recommendations and derived actionable insights to contribute to effective healthcare cost management.
- Created data-driven visualizations using tools such as ggplot and ggmap in R Studio to create a visual representation of scatter plots, maps, histograms, and bar charts to aid businesses in reducing healthcare costs.

COMMUNITY ACTIVITIES

- 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.