Sanjitha Govindan

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Education

Carnegie Mellon University   **Pittsburgh, PA**
B.S. Information Systems, Minor in Business Administration; GPA: 4.0/4.0   *Aug 2024 - May 2028*

Experience

Sacramento Municipal Utility District (SMUD)   **Sacramento, CA**
End User Experience Intern   *May 2024 - Aug 2024*
- Addressed technical and non-technical concerns to ensure a seamless operational environment by monitoring technology-related issues, working with project stakeholders, and collaborating with various departments
- Resolved emergency Crowdstrike issues by conducting comprehensive end-user support with 150+ employees; assessing concerns, researching problems, and brainstorming solutions with cross-functional teams
- Collaborated with Finance department to conduct forecasting based on data analysis of enterprise budgeting KPIs, developed versatile skills in Microsoft Excel and project deliverables
- Streamlined project management of Microsoft Intune software migration with structured repairs for app installation, successfully solved ~90% of issues

Sacramento Municipal Utility District (SMUD)   **Sacramento, CA**
Information Technology Intern   *June 2023 - Aug 2023*
- Assisted in customer-focused problem-solving through network maintenance activities to ensure stable and reliable company IT infrastructure, gained skills in cloud infrastructure services and knowledge in firmware development
- Developed technological documentation to educate employees on updated technology aimed at optimizing processes and improving efficiency during in-person and hybrid meetings

Activities and Awards

Facemoji Case Competition Finalist   **Pittsburgh, PA**
Team Lead   *September 2024*
- Proposed two new product features for Facemoji app in partnership with Carnegie Mellon's User Experience Association, one of top five teams selected to pitch proposal to Facemoji
- Designed interactive widget application and monthly/yearly app-usage summary features appealing to Gen Z users, analyzing which values Gen Z most values and how to mirror said values through Facemoji features

STEM for Girls   **Sacramento, CA**
Founder and Organization President   *Aug 2021 - June 2024*
- Founded program to increase equity in computer science and engineering by teaching female-identifying students in 4th-6th grade about Python coding, technology, and robotics
- Impacted 250+ students through innovative teaching, focused mentorship, team collaboration, and diverse outreach methods
- Led a team of 20+ high school students in creating curricula, communicating with students, and problem solving

Projects

Real Estate Market Predictor
- Trained mathematical models to project Palo Alto housing market for the next decade using Linear Regression and Support Vector Regression algorithms
- Scripted predictive housing price model with prediction accuracy score of 91.0%

Hearing Test Score Predictor
- Determined correlation between human age, medical physical exam score, and hearing test results using Support Vector Machine Classification algorithms and grid search to determine best combination of kernel and hyperparameters
- Trained model with classification prediction accuracy score of 93.6%

Skills

Technical Skills: Python, Figma, Power BI, Jupyter Notebook, Data Analysis, Microsoft Excel, Microsoft Office, Canva
Professional Skills: Leadership, Initiative, Team-Oriented, Problem-Solving, Presentations, Verbal & Written Communication