

SARAH JAGERDEO

Sterling, VA • (703) 851-6816 • sarjagerdeo@yahoo.com • <https://sarahmaheshajagerdeo.my.canva.site>

EDUCATION

THE GEORGE WASHINGTON UNIVERSITY, School of Engineering and Applied Science
Bachelor of Science in Computer Science

Washington, DC
May 2024

WORK EXPERIENCE

IGNYTE GROUP

Associate Consultant

Washington, DC
December 2024 – February 2025

- Developed components of a ServiceNow application during onboarding, utilizing workflows, Record Producers, and **UI actions** to enhance automation and **task management**, and designing campaign decks to present technical applications to executives.
- Completed customer service training and earned a **CSM certification** to enhance problem-solving skills in customer-facing roles.

THE JOHN F. KENNEDY CENTER for the Performing Arts
NSO Development Intern

Washington, DC
September 2024 – December 2024

- Supported donor engagement** through **data entry, management, and analysis** using Tessitura CRM and Excel, identifying high-capacity donors, and optimizing **fundraising** efforts.
- Conducted **research on donor behavior** to tailor engagement strategies, generating **CRM** reports to support donation acknowledgment letters and 90+ membership renewals.
- Created a **data analytics dashboard** in Sisense using Tessitura data and SQL to track donor engagement and contributions during the NSO Florida Tour, providing **visualizations** to the development team and helping exceed fundraising goals by \$100K.
- Assisted in developing **marketing materials**, outreach efforts, and **audience segmentation** lists to support **targeted fundraising** and event coordination.
- Maintained essential **campaign documents**, including donor tracking spreadsheets and **presentation decks**.

THE GEORGE WASHINGTON UNIVERSITY
Undergraduate Research Assistant

Washington, DC
2022 – 2023

- Applied advanced **Python** techniques for data analytics and **visualization**, leveraging libraries such as Pandas, Plotly, and Matplotlib to process and analyze complex datasets.
- Conducted in-depth research on user behavior trends and network traffic analysis, using ping tests and data aggregation to assess end-to-end latency and optimize network performance by 50%
- Developed reusable **Python scripts** to streamline data processing workflows, enhancing speed and accuracy in network traffic analysis

PROJECTS/VOLUNTEER

CHATGPTTravel

AI Travel Agent | *Python, MySQL, AWS-RDS*

Washington, DC
September 2023 – May 2024

- Developed a **greedy algorithm** to optimize daily itineraries by API Yelp or Foursquare.
- Leveraged **AWS** to deploy and **manage a remote database**, facilitating seamless storage and retrieval of user information using **SQL** commands and personalized itineraries on a dynamic website.

GWU SINC SPORTS CONFERENCE

Marketing/Outreach/Technical Volunteer

Washington, DC
February 2024

- Coordinated with the event team to align **marketing strategies** and executed **Instagram outreach campaigns**, engaging students, alumni, and 50+ industry professionals to boost event attendance.
- Served as a **Technical Coordinator** for a two-day conference at GWU, facilitating seamless execution of technical aspects in a fast-paced environment.

SKILLS

Technologies and Applications: ServiceNow (Studio, UI Builder), Tessitura CRM, Sisense, AWS

Digital Marketing: Social Media Marketing (Instagram), Content Creation, Audience Segmentation

Programming Languages: Python Analytics, Java, PowerBI, CRM Analytics