Sheeraz Usmani

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EDUCATION:

Bachelor of Science in Information Technology Systems   August 2019 - December 2023
The University of Texas at Dallas, Jindal School of Management
Major GPA: 3.79/4.0
Scholarships/Honor: JSOM Jindal Student Grant, SOM Peter Buffer Scholarship, Dean's List (2021-2022),

EXPERIENCE:

Amazon Inc, Houston, TX
Operations Analyst   July 2024– Present
- Leveraged SQL and Excel to validate and reconcile operational datasets feeding dashboards, ensuring data accuracy for leadership reporting and strategic decision-making.
- Delivered a 32% boost in site-wide productivity and $500K annualized savings by using advanced Excel analytics (pivot tables, regression models, process mapping) to identify bottlenecks and optimize workflows.
- Conducted weekly Root Cause Analysis (RCA) meetings targeting on-time departure misses; implemented operational improvements such as pre-shift trailer audits via WMS yard management modules and automated alerts, reducing late departures by 45% within 60 days.
- Monitored transportation system performance using analytics dashboards and AWS-based monitoring tools, proactively identifying recurring bottlenecks and implementing fixes that improved operational uptime by 12% and reduced incident recurrence by 20%.

Clever Inc, Houston, TX
Customer Solutions Representative   February 2024 – June 2024
- Provided first-line technical support for 50+ daily cases, troubleshooting SSO integrations, provisioning workflows, and application access issues across multiple platforms.
- Increased stakeholder engagement by 25% and contributed to a 15% uplift in upsell revenue by creating Excel-based adoption tracking reports with pivot tables and visual dashboards, enabling leadership to target high-value accounts and demonstrate ROI during renewal cycles.
- Identified recurring performance and support trends across accounts, reducing inbound ticket volume by 18% through proactive recommendations

Protiviti, Inc., Dallas, TX
Data & Analytics Consultant- Internship   May 2022 – August 2022
- Utilized SQL to analyze operational datasets and develop insights presented in executive-level client pitch decks.
- Partnered with 5+ internal consulting teams to develop Tableau storyboards for four enterprise clients, combining data modeling, calculated fields, and interactive visualizations to deliver actionable insights—driving a 20%+ increase in client satisfaction scores.
- Built SQL data pipelines to automate extraction, transformation, and loading (ETL) of operational data into Tableau, reducing manual reporting effort by 30% and improving data accuracy for client deliverables.

University of Texas at Dallas- Housing, Dallas, TX
Residential Advisor/ IT Analyst   January 2019 - December 2023
- Diagnosed and resolved infrastructure, hardware, and network issues for 10,000+ students, maintaining a 95% same-day resolution rate; used Unix-based commands and shell scripting to automate server log checks and detect outages.
- Resolved critical infrastructure issues and served as a primary point of contact for 10,000+ students residing on-campus, maintaining a 95% success rate in problem resolution within 24 hours.
- Analyzed inventory, asset utilization, and budget variance data to identify inefficiencies, contributing to a 42% reduction in server and software expenses.

SKILLS:

Analytics & Tools: SQL, Excel (Pivot Tables, Regression, Forecasting), Google Sheets, Tableau, Power BI
Strategy & Operations: Sales performance analysis, SMB Customer Insights, KPI Development, Reporting Automation
Business Systems Analysis & Implementation: Stakeholder Management, Project Management, Methodologies, Business Process Mapping, KPI Development & Analysis, CI/CD concepts

CERTIFICATIONS:

Amazon Web Services (AWS)
AWS Certified AI Practitioner   January 2026
Amazon Web Services (AWS)
AWS Certified Cloud Practitioner   December 2020