

# SHREYA RAJPUT

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## EDUCATION

<b>Master of Science in Information Systems &amp; Management</b>	Arizona State University, Tempe, AZ	<b>CGPA: 4.00</b>	<b>Jul 2024</b>
Relevant coursework - Information Management, Business Data Visualization, Big Data Analytics, Machine Learning for Business Professionals, IT Services & Project Management			
<b>Bachelor of Technology in Electronics and Telecommunication</b>	Manipal University Jaipur, India	<b>CGPA: 3.86</b>	<b>Jun 2021</b>

## SKILLS

**Technical Skills:** Python, HTML, CSS, Tableau, Power BI, Sales Cloud, Service Cloud, Data Analytics, Statistical Analysis  
**Python:** Machine Learning & Data Processing (Pandas, NumPy, SQLAlchemy, Matplotlib, Seaborn, Sklearn, TensorFlow,  
**SQL (PostgreSQL & MySQL):** Data Mining, Data Cleaning, Data Manipulation, ETL, Database Maintenance  
**Project Management :** Salesforce DevOps, Agile, Scrum, MS Office Suite, Jira, Confluence, Notion, Lean Six Sigma  
**Core Skills:** Project Management, Business Strategy, Client Relations, Data Visualization, Communication, Self Motivated

## PROFESSIONAL EXPERIENCE

<b>Technical Consultant   Enterprise Technology</b>   Tempe, Arizona	<b>Aug 2023 - May 2024</b>
<ul style="list-style-type: none"><li>Designed and maintained <b>data solutions</b>, optimizing <b>performance</b> and <b>accessibility</b> for academic and administrative functions.</li><li>Provided technical expertise to over <b>300</b> students and faculty, enhancing <b>workflows</b> and integrating multiple <b>data sources</b> for better analysis.</li></ul>	
<b>Salesforce Data Analyst   Accenture</b>   Pune, India	<b>May 2021 - July 2023</b>
<ul style="list-style-type: none"><li>Spearheaded the customization of <b>Salesforce dashboards</b> using Kanban, achieving a <b>30%</b> increase in team productivity and enhanced <b>data visualization</b>.</li><li>Enhanced <b>Salesforce org configurations</b> to improve system performance, user experience, and <b>data management</b> efficiency.</li><li>Coached <b>20 team members</b> using <b>agile methodologies and JIRA</b>, driving timely <b>project delivery</b> and securing the 'Client First Award' for delivery excellence.</li><li>Accelerated revenue growth by <b>75%</b> and broadened market presence in over <b>20 international markets</b> through strategic <b>Salesforce solutions</b> tailored to customer needs.</li><li>Delivered effective technical support and training for Salesforce users, fostering proficiency and adherence to best practices in <b>Salesforce administration</b>.</li></ul>	

<b>Data Intern   Capgemini</b>   Pune, India	<b>Jan 2021 - Apr 2021</b>
<ul style="list-style-type: none"><li>Engineered a centralized <b>MySQL</b> database to consolidate healthcare data for improved integrity, reducing retrieval times by <b>35%</b>.</li><li>Utilized <b>SQL</b> to analyze patient data, <b>identifying trends</b> in demographics and treatment efficacy, boosting satisfaction scores by <b>20%</b>.</li><li>Developed <b>Tableau</b> dashboards to streamline <b>decision-making</b>, decreasing wait times by <b>25%</b> and improving efficiency by <b>15%</b>.</li></ul>	

## ACADEMIC EXPERIENCE

<b>Data Analyst   Sentiment-Driven Spin-Off Character Analysis</b>   Big Data Analytics	<b>Jan 2024 - Apr 2024</b>
<ul style="list-style-type: none"><li>Implemented <b>Python</b> and <b>BERT</b> to analyze over <b>10,000</b> customer reviews, enhancing <b>sentiment</b> insights.</li><li>Optimized <b>NLP</b> model training with advanced <b>preprocessing</b>, reducing processing time, to boost <b>decision-making</b> by <b>20%</b>.</li></ul>	
<b>Tableau Data Analyst   Airbnb Market Dynamics Visualization Project</b>   Business Data Visualization	<b>Oct 2023 - Dec 2023</b>
<ul style="list-style-type: none"><li>Analyzed Airbnb trends with <b>Tableau</b> and presented them as <b>visual stories</b> that engaged over <b>10,000</b> users.</li><li>Designed and developed Tableau <b>dashboards</b> to enhance Airbnb <b>operations</b> for over <b>5,000</b> hosts and guests.</li></ul>	

## LEADERSHIP

<b>Core Member   TEDx</b>	<b>Aug 2018 - Jun 2021</b>
<ul style="list-style-type: none"><li>Directed a diverse team of <b>20 volunteers</b>, fostering leadership and development to drive the successful execution of a high-profile TEDx event.</li><li>Oversaw the end-to-end <b>project management</b> of the annual TEDx event, ensuring <b>effective coordination</b> of budget, resources, and timelines to meet strategic goals.</li></ul>	

## CERTIFICATIONS

<b>Associate Data Analyst In SQL</b>   Datacamp	<b>Jun 2024</b>
<b>Lean Six Sigma</b>   LinkedIn	<b>Apr 2024</b>
<b>Python</b>   IBM	<b>Jun 2023</b>
<b>Salesforce Associate</b>   Salesforce	<b>May 2023</b>
<b>Salesforce Certified Administrator</b>   Salesforce	<b>Jun 2022</b>