

Sakshi Middha

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Summary

Results-driven MBA graduate with exceptional strategical management, organizational, research, and analysis skills

Education

University of Pittsburgh, Joseph M. Katz Graduate School of Business, Pittsburgh
Dual Degree MBA/ Master of Science in Management Information Systems(3.94/4.0)

Dec 2022

PES University, Bangalore, India

Bachelor of Engineering in Information Science(3.86/4.0)

May 2016

MBA Experience

FedEx Six Sigma Consultant (Aug 2021 – Dec 2021)

- Improved the current capabilities of Business Process in routing packages by 0.2% resulting in saving \$2 million annually
- Sustained excellent customer service and tracking services while increasing the efficiency of labor utilization

Project Manager (Aug 2021 – Present)

- Designed roadmap and timelines for intercollege case study competition, KICC 2021, increased participation by 60%
- Managed a team of 8 to develop a budget, promote social media marketing, and boost brand awareness across 150 schools

Marketing Consultant (May 2021 – August 2021)

- Analyzed competitive standpoint of 3D vision bin picking robotics company, CapSen Robotics to provide a recommendation to differentiate among its competitors based on comprehensive market research
- Identified and formulated strategy to target potential customers for the company to increase revenue by at least 30%

Center Coordinator (May 2021 – Sep 2021)

- Organized and overseen Center for Sustainable Business within University of Pittsburgh to increase sponsors for the Center
- Redesigned social media marketing strategy to increase awareness and corporate sponsors for the Center

Experience

Citrix Systems, Bangalore, India

Jul 2016 - Nov 2020

Scrum Master (Jan 2019- Nov 2020)

- Developed and designed an analytical dashboard for Application Delivery Controller (ADC), to detect 80% of bugs pre-release
- Analyzed and solved performance bottlenecks on ADC by autoscaling to achieve a 20% improvement in output
- Designed and automated a solution to optimize the GCP resource allocation by reducing the idle time that saved \$70,000, a year
- Formulated product roadmap, overhauled project planning for SaaS product on a \$500,000 project
- Led unified engineering team in automation, testing, and feature development for ADC on VPX to facilitate on-time delivery
- Collaborated with product managers at different countries to provide acceptance testing and support for ADC VPX on GCP
- Spearheaded Citrix Bangalore CSR partnerships and raised \$165,000 to provide food and medical supplies for Covid-19 victims

Software Engineer (Jul 2016- Dec 2018)

- Led and guided the product release of "Citrix Analytics" from start to completion, a \$12 million time-critical project
- Collaborated with the design team to develop wireframes for UI Dashboards in Citrix Application Management
- Orchestrated mentoring programs on advanced technologies such as JIRA, OneBug, GitHub to expedite early bug detection
- Delivered multiple KPIs in ADM on time that facilitated Product managers to onboard four major clients
- Conducted user requirement analysis and developed a self-service diagnostic tool to reduce customer support calls by 60%

Skills

- Certifications: Certified Scrum Master (CSM), Six Sigma Green Belt, Blue Belt (Level 5) Security Ninja Secure Coding Program
- Technical Skills: Proficient with Python, C, C++, JavaScript, HTML, MYSQL, Google Cloud Platform console, JIRA and familiar with REACT, CSS, Splunk, Zeplin, Azure Console, AWS console, Linux, Postman Inc, Git, Canva
- Professional Skills: Leadership, Project Management, Agile/Scrum, Software Engineering, Problem Solving, Customer Experience (CX), Process Optimization, Communication, Time Management, Performance Monitoring

Leadership & Volunteer Experience

- Executive Board Member, MBA School, held 4 events to assist 60+ students to achieve their academic and career goals
- College Ambassador of Indian Graduate Students Association, secured fundings to assist incoming UPitt students 2021
- Represented India at Citrix Summit Keynote 2019 Campaign that was watched over in more than 7 countries
- Hosted 4 successful events as an Organizing Head of Team Building Activities at Citrix to encourage a growth mindset