

Sagar Shah

DIGITAL EXPERT · USER-CENTRIC · ETERNAL LEARNER

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Education

Rutgers University Honors College - School of Engineering

NEW BRUNSWICK, NJ

B.S. COMPUTER ENGINEERING, MINORS: COMPUTER SCI., POLITICAL SCI., & CYBER SECURITY

SEPT 2016 - MAY 2020

• GPA: 3.52/4.00 | Presidential Scholar (Full Tuition and Housing) | Dean's List | IEEE Eta Kappa Nu Honors Society President

Work Experience

Capital One

NEW YORK, NY

ASSOCIATE PRODUCT MANAGER

AUGUST 2020 - PRESENT

- Collaborate across Tech, Design, Operations, Risk, and Legal to define and present a product strategy and roadmap for personalized messages at our ATMs to create a more intimate, empathetic, and engaging experience for our customers
- Lead scoping and prioritization of an ATM Content Management System (CMS) that shortens UI release times by 87%
- Define objectives and key results for CMS and establish metrics to track user engagement with personalized messaging
- Design a "Need Help?" screen (and ADA voice guidance) to address 68% of customer complaint calls right at the ATM
- Engage daily with my tech team; host bi-weekly team demos to align all on work progress and connect it back to objectives
- Restructure build and deployment timelines across teams for a fleet-wide Windows 10 upgrade to prevent a \$100M fine

Accenture

NEW YORK, NY

TECHNOLOGY CONSULTING ANALYST

JUNE 2019 - AUGUST 2019

- Analyzed and updated 47 QA SQL scripts for the cloud upgrade of client's revenue management system, following SDLC
- Consulted at a pharmaceutical firm, governing SharePoint, creating kickoff deck, and leading weekly client meetings
- Socialized recycling & composting guidelines with a chat-bot hosted in AWS - built during internal Hackathon in 12 hours

Merck & Co.

KENILWORTH, NJ

EMERGING TECHNOLOGY BUSINESS ANALYST

JUNE 2018 - AUGUST 2018

- Increased users of the Innovation Room by 20+/week by redesigning the room with intuitive UX and building a kiosk app to showcase Merck's new technology; publicized improved room by hosting and leading demos of products and features
- Developed and monitored a SharePoint dashboard for an extensive digital transformation project in an Agile environment

Rutgers University Career Services

NEW BRUNSWICK, NJ

DATA AND TECHNOLOGY ANALYST

JUNE 2017 - MAY 2019

- Provided technical support to resolve 50+ issues/week regarding Office 365, networks, printers, Web, Windows, and Mac
- Identified fraudulent employer trends with Tableau and recommended solution to eliminate 40% of student scams

Projects

AssetManager

LITTLE FALLS, NJ

PERSONAL FINANCE ANDROID APP

JUNE 2020 - JULY 2020

- A budgeting and data visualization app for a customer's checking, brokerage, retirement, and credit card accounts
- Implement Node.js and Express for a REST API web server, MongoDB for database, and Java for a front-end Android app

Autonomous UAV Human Reconnaissance

NEW BRUNSWICK, NJ

SENIOR DESIGN PROJECT: SIXTH PLACE OUT OF 70

MAY 2020

- Automate a drone using Machine Learning and Computer Vision to optimally search and rescue people after a disaster
- Drop a marker and first-aid resources at the site of the human, and send the GPS coordinates to first responders for rescue

Facial Recognition Home Security Automation

NEW BRUNSWICK, NJ

SOFTWARE ENGINEERING FINAL PROJECT

MAY 2019

- Work in team to create an IoT security system that disarms alarm at sight of recognized faces, configurable through an app

Leadership

Engineers without Borders - Rutgers University

NEW BRUNSWICK, NJ

WEBMASTER (PREVIOUSLY: TREASURER)

SEPT 2016 - MAY 2020

- Increased AUM by 20% to \$100,000 and budgeted two trips to Guatemala and Tanzania for borehole well installations
- Led web developer meetings to create new website resulting in 350% more page views and 40% more corporate sponsors

Engineering Governing Council

NEW BRUNSWICK, NJ

EXTERNAL VICE PRESIDENT (PREVIOUSLY: WEBMASTER)

JAN 2017 - MAY 2020

- Led product conceptualization and development of a geographically-fenced attendance and voting web app with Firebase
- Allocated \$200,000 yearly funding to 40 engineering groups and draft and review legislation for the School of Engineering

Skills & Interests

Languages Python, Java, JavaScript, C, HTML, CSS, LaTeX, SQL, MATLAB **Frameworks** : Node.js, Express, Git, Bootstrap

Tools Tableau, Jira, Android Studio, MongoDB, AWS, Windows, Linux, MacOS, Office 365, Adobe Suite, CAD

Interests Travel, Photography, Cars, Fashion, Music production, Theology, Tennis, Ping Pong, Chess