SUGESHNA LINGAM
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EDUCATION

Masters of Business Administration	**GPA: 3.4/4**	**May2025**
The University of Toledo, Ohio, United States		
	GPA: 8.3/10	**July2023**
Bachelors of Business Administration		
PSG College of Arts and Science, Coimbatore, India		

TECHNICAL SKILLS

Process Improvement, Quality Assurance, Lean Six Sigma – green belt, Lean Tools and Techniques, Descriptive Analytics, Database Management, Data modeling, Data visualization, Statistical Process Control, Statistical Analysis, Experimental Design, Project Management, Advanced Production & Inventory Control, Presentation skills, CAPA, Quality Auditing, Attention to detail, Quality system, ERP, Failure analysis, Value stream mapping, CMM, Gauges.

Lean Six Sigma Tools: Pull System, Kanban, Kaizen, Poka Yoke, Heijunka, TotalProductiveMaintenance,5S, Business Process Management, PDCA, SOPs, Standardized work, A3 Problem-Solving, One-Piece Flow, Lean Manufacturing, JIT.

Coding skills: Python, Statistical Tools: Minitab, Advanced Excel

Database: MySQL, MS SQL server, MS Access, Power BI, SAP, HTML, CSS, PHP

Data Reporting Tools: Tableau, MS Excel.

PROFESSIONAL EXPERIENCE

Tri-bee (Data Analyst Intern)   **Jan-June2024**
- Analyzed and prepared IT performance data using SQL and Python to uncover key operational trends.
- Designed interactive Power BI dashboards to present insights and guide strategic decision-making.
- Automated reporting workflows to improve efficiency and ensure data consistency across systems.
- Partnered with cross-functional IT teams to convert analytical insights into practical business solutions.

Chick Fil-A (Parttime)   **Aug2024–May2025**
- Provided excellent customer service as a register associate, engaging with a diverse range of customers daily to ensure a positive experience.
- Developed strong interpersonal and communication skills through constant interaction with new customers in a fast-paced environment.
- Strengthened team collaboration, time management, and communication skills while maintaining accuracy in cash handling and order processing.

ACADEMIC PROJECT

BUSINESS PROCESS AUTOMATION
- Built a prototype dashboard using Power BI integrated with simulated PostgreSQL data.
- Automated daily reporting and risk visualization for a simulated business operations team.
- Demonstrated potential to integrate APIs and automate repetitive tasks.

CYBERSECURITY FRAMEWORK IMPLEMENTATION
- Designed a basic security framework for a simulated e-commerce platform.
- Integrated access control mockups and data encryption policies.
- Used SQL and Power BI to track real-time incidents and responses.

CERTIFICATIONS

- Design Thinking – A primer (NPTEL)   **April2023**
- Data Analyst Bootcamp from Basics to Advanced (Udemy)   **In Progress**
- Artificial Intelligence and Machine Learning from scratch (Udemy)   **In Progress**