|  |  |  |
| --- | --- | --- |
| **ACCOMPLISHMENTS:** | * Managed application delivery, architecture, data quality, testing, and quality assurance to identify experts in line of business for over 15,000 users * Creation of a strategic alliance with competing expert finder project including on-boarding of two lines of business onto expert finder project * Winner of short-term recognition award at SAP for successfully delivering expert finder project | |
| **RELEVANT EXPERIENCE:** | **ERNST & YOUNG (**New York, NY) | 06/2012 – 08/2012 |
| Financial Services Office – Technology Advisory Intern |  |
| * Developed anti-money laundering process maturity model and assessment tool for large global multi-national bank * Initiated internal improvement opportunity examining the use of an expert finder system * Researched and presented analysis of implications of Dodd-Frank Act on EY and financial services clients * Developed client point of view on the benefits of developing a centralized analytics group * Assisted with preparation of materials for analysis of anti-money laundering polices and alert detection * Prepared project timelines, reconciled work in progress, and prepared final deliverables for PMO function | |
| **SAP AMERICA (**Newtown Square, PA) |  |
| Business Process Management & IT Project Portfolio Support | 06/2010 – 09/2011 |
| * Responsible for managing and successfully delivering four major projects including one cross organization with a combined target audience of over 15,000 users – through virtual teams with members across five time zones. Highlights include: * Lead solution architect responsible for expert finder project – investigating innovative web and search technologies, designing/developing application architecture and security, and leading prototype re-design to go-live in less than 1.5 months   + Automated data migration process reducing project time by 25 man days and resulting in savings of $46,000 * Initiated and participated in the change management of IT governance standards for new and related expert finder projects across SAP, led creation of a strategic alliance with a competing project, and alignment with corporate IT project portfolio * Co-created PHP center of excellence to help optimize delivery and development of web applications including implementing the use of standard technologies and architectures * Responsible for interfacing with Global IT Security Office and auditing/enforcing compliance policies for projects * Designed and delivered interactive workshops and developed e-learning course materials for offshore delivery team | |
| Global Services & Support Portal Analyst | 06/2010 – 12/2010 |
| * + Drove transition of web page presentation technologies resulting in a 20-40% reduction of maintenance time   + Gathered business requirements and developed technical solutions for new tools   + Provided training and support globally to end users | |

|  |  |  |  |
| --- | --- | --- | --- |
| **RELEVANT EXPERIENCE:** | **ROCHESTER INSTITUTE OF TECHNOLOGY (Rochester, NY)** | |  |
| Tiger Trail Solution Architect/Technical Lead (Volunteer) | | 11/2011 – Present |
| * + Delivered successful go-live and achieved 40% response rate on festival survey of all signed up participants vs. previous average of 20% on paper survey   + Led development and design of mobile web application for 15,000+ people   + Responsible for driving product development, user experience design, visitor engagement models, and gathering and documenting business requirements   + Educated and mentored team members on various areas relating to project management execution, testing, and application development | | |
| Web Developer – Campus Center for Life | | 12/2011 – Present |
| * + Co-leading implementation and migration of RIT purchased software to replace event registration and club management systems   + Initiated process improvement for activity waiver and storage, event contract management lifecycle, and graduate assistant recruiting process   + Responsible for maintaining, developing and, supporting over five production applications and databases | | |
| ITS Desktop Support Representative | | 09/2011 – 12/2011 |
| * + Gathered requirements and developed custom support solutions to address individual faculty and staff needs   + Responsible for troubleshooting simple and complex computer problems for school faculty and staff | | |
| Helpdesk Analyst, Tier 1 | | 12/2007 – 05/2010 |
| * + Led special projects - software compatibility testing, network registration and large scale computer deployments   + Developed troubleshooting protocols for software installations, operating system problems, and Group Policy for helpdesk wiki | | |
| **BENSON POLYTECHNIC HIGH SCHOOL (Portland, OR)** | |  |
| Summer Site Technology Coordinator | | 03/2007 – 08/2007 |
| * Designed and implemented a Locker Management web application resulting in increased accountability of assignments and elimination of paper registration * Key player in negotiating alternative service level agreements and compliance with school district to support specialized computer labs and faculty | | |
| **SOFT SKILLS:** | * Demonstrated leadership and execution of the project life-cycle * Experienced in collaborating with diverse team members in virtual and physical team-oriented environments – including conflict resolution * Strong communication, problem solving and, analytical skills * Experienced in analyzing, documenting business processes, and gap analysis design – including elucidation of requirements and business process re-engineering | | |
| **TECHNICAL SKILLS:** | * Open Source Technologies Expertise: Object Oriented PHP 5, MySQL, jQuery/jQuery Mobile, Apache Solr, Apache Tomcat, Apache HTTP Server, HTML5, XML, Java, PHPUnit, and Zend Framework * Proprietary Technologies Expertise: Oracle 10g, Microsoft SQL, PL/SQL, Microsoft Office Suite including Access & Video, IIS 6/7, Visual Basic, ASP, Windows Server 2003, and Active Directory * SAP University Certificate – understanding of SAP ERP modules and business processes | | |
| **EDUCATION:** | **Rochester Institute of Technology** | **Rochester, NY** | |
| Bachelor of Science in Management Information Systems | Expected May 2013 | |
| Bachelor of Science in Biomedical Sciences | Expected May 2013 | |
| RIT Honors Program |  | |
| Minor: Philosophy GPA: 3.83 |  | |
| **HONORS/ACTIVITIES:** | * RIT Saunders College of Business Dean’s List (2007 – Current) * Beta Gamma Sigma International Honors Society - Member * Organization for the Alliance of Students from the Indian Subcontinent – Member | | |