UJJWAL SHARMA

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EDUCATION

California State University, Sacramento — Sacramento/CA
Master of Science Business Analytics — Expected Graduation Fall 2026

San Jose State University — San Jose/CA
Bachelor of Business Admin in Management Information Systems — Graduated December 2022
Awarded Dean's Scholar during Fall 2020 and Spring 2021

PROFESSIONAL EXPERIENCE

Institute of Social Research — Sacramento, CA/USA
Student Assistant — March 2025- May 2025

- Provided training and guidance to new interviewers on CATI software, survey techniques, and customer service best practices.
- Supervised a team of survey interviewers, ensuring adherence to data collection protocols and maintaining high-quality research standards.
- Conducted surveys with business owners, managers, and employees, ensuring professional and courteous communication.

BACL Corp — Sunnyvale, CA / USA
Program Coordinator/Analyst — *February 2023 – January 2024*

- Coordinated with regulatory bodies to ensure compliance with FCC, ISED, MIC, RED, and UKCA standards, leading to a **100% pass rate** for all program audits.
- Conducted in-depth project **data analysis** to identify process inefficiencies, leading to a **15% improvement** in time efficiency and supporting cross-departmental resource allocation and decision-making.
- Created monthly operational reports for cross-functional teams using **Excel and Tableau**, improving transparency and accountability across 3 departments.
- Conducted regular training sessions for EMC, RF, and Safety engineers on updated regulations and best practices, resulting in a **90% improvement** in adherence to customer specifications.

INTERNSHIP EXPERIENCE

B.O.K Ranch — Woodside/CA
Project Assistant — *Jan 2022 – May 2022*

- Led the team into organized progression through the usage of **scrum methodologies.**
- Implemented a **Gantt chart** for multiple tasks.
- Collaborated with multiple departments to align project timelines and logistics, improving team communication and reducing **scheduling conflicts by 25%.**
- Created an Excel template for customers with data points on Google Drive, which can be accessible to everyone.

PROJECT EXPERIENCE

Telecom Customer Churn Prediction
Developed an end-to-end Python ML pipeline (Yeo–Johnson skew correction, scaling, PCA) and benchmarked Logistic Regression, Random Forest (100 trees) and RBF-SVM via 5-fold CV—achieving up to **91.5% accuracy.**

Database Property Management System
Designed and implemented both an operational OLTP database and a star-schema analytical data warehouse using SQL.

ADDITIONAL

Skills: Python, Scrum Methodologies, SQL, Jira, MS Office, Salesforce, SQL, Power BI, Pandas, Seaborn, Statistics
ADDITIONAL SKILLS: Sales, Project Planning, Excel, Powerpoint, Word.