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   *Graduation December 2022*
Awarded Dean's Scholar during Fall 2020 and Spring 2021

PROFESSIONAL EXPERIENCE

Institute of Social Research   Sacramento, CA/USA
Student Assistant/Shift Supervisor   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
Safety & Energy Efficiency 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.
- Assisted front desk during high traffic and navigated customers to the correct premises.
- Created monthly operational reports for cross-functional teams using Excel, 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.
- Helped the customer by creating a video tutorial on how to use the template.

ADDITIONAL

Skills: Python, Scrum Methodologies, SQL, Jira, MS Office, Salesforce, SQL, Power BI, Pandas, Seaborn, Statistics
LANGUAGES: Hindi(native),English(fluent), Spanish (Intermediate)
ADDITIONAL SKILLS: Sales, Project Planning, Excel, Powerpoint, Word.