

## EDUCATION

CLARK UNIVERSITY, Worcester, MA  
**Master of Business Administration, May 2020**  
Concentration: **Business Analytics**

UNIVERSITY OF WESTMINSTER, London, UK  
**BEng (Honors) Software Engineering, June 2012**  
GPA: 3.65

## TECHNICAL SKILLS

- **Skills** - A/B Testing, Funnel Analysis, Interactive Prototyping, SCRUM Agile Framework, User Analyses.
- **Technical** – SQL, AWS, PHP, HTML, MySQL, CSS, JavaScript, C, C++, SEO/SEM, SAS, SPSS, Google Cloud.
- **Tools** – Rational Rose, Star, UML, Moqups, Tableau, Power BI, Jira, Balsamiq, Trello, Knime, MATLAB, Google Analytics, Crystal Ball, SQL, Visio.

## EXPERIENCE

**Easy Event Planning, Las Vegas, NV**  
***Business Planning Analyst (Remote)***

**February 2020 –Present**

- Analyze and consult on automation, integration and optimization of “Event Planning” business process. Reduced the postage costs of the process by 9%, saving millions in recurring cost.
- Designed and led three usability studies with more than 100 people participating.
- Drive development of low-cost, high-impact features by presenting insights on key product drivers to product team.

**B-Organic, Worcester, MA**  
***Management Consultant***

**January 2016 – Present**

- Work with the CEO and executives to analyze and evaluate organization’s operations. Recommend new social business opportunities based on market research, enabling the client to increase their revenue streams by 17%.
- Conduct use case analysis, competitive analysis, industry trend analysis, and planned product feature iterations.

**Knowteq, New Delhi, India**  
***Business Intelligence Analyst***

**November 2017 – August 2018**

KNOWTeq is a suite of IT offerings designed to help educational institutions manage their campuses efficiently and with greater success.

- Directed the product development cycle from prototype development to manufacturing integration of two custom ERP producing sales revenue and capturing 30% of the international market.
- Gathered and analyzed business requirements from non-technical users and translated into detailed functional requirements that met business needs. Designed, tested, and refined operations databases.
- Partnered with merchants and QA to ensure that substantiation claims were consistently in compliance with corporate guidelines and established governmental regulations.
- Developed Contract Process Improvement Review resulting in hitting KPI (time to market) 100%.

**Inovas Tech, New Delhi, India**  
***Business Analyst***

**May 2015 – August 2017**

An e-learning and IT solutions company specializing in online distance education for universities in India.

- Conducted systems edit clean ups by examining and resolving errors, performed manual complex non-automated benefit calculations requiring plan knowledge, analysis, and interpretation.
- Generated ad hoc benefit related reports after data accuracy evaluation via written queries for upper and lower management, other benefit analysts, and clients.
- Acted as a liaison between several levels of the organization with business process evaluations and improvements.
- Worked directly with the Benefits Operations Managers to recommend process enhancement and areas of necessary training for identified participant issues, recurring edits, process delays, and quality refinement