**SHIKHA LODHA**

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* In-depth experience across technologies such as web applications, CRM, content management, enterprise portals
* Highly self-motivated individual with good leadership and analytical skills
* Good at multitasking, ease to work with and adept at playing multiple roles
* Experience in working with cross-business teams and have lead enterprise strategy change initiatives in matrix organizations
* Demonstrated the ability to build roadmaps by partnering with senior business and technology executives to implement innovative technology solutions aligned with company objectives
* Certified scrum master with end-to-end SDLC experience
* Effective team player with strong communication and interpersonal skills and passion for managing risk

**PROFESSIONAL EXPERIENCE**

***Senior Business Analyst at Apple Sunnyvale, CA*** *June 2019 – Present*

Develop dashboards/reports that give actionable insights from data that can materially improve decisions for better incident management for Support and Development team

Support the execution of the Configuration Management (CMDB) process, ensure it remains consistent with the ITSM strategy, global process goals and ensure coordination with all other IT processes.

Define IT Services and develop processes to manage, protect and measure the Incident management system

Lead product backlog grooming sessions and assigned stories to technical team members

Improved user-experience, created and facilitated process design changes for ServiceNow - Pagerduty product integration

* Perform gap analysis as is vs. to be.

***Senior Business Analyst at Intuitive Surgical Sunnyvale, CA*** *Dec 2018 – June 2019*

Developed detailed product features and aggressively identified opportunities for improvement, gathered requirements, and developed implementation plans for Learning Management System.

Identified, created and facilitated process design changes by conducting business and systems process analysis and design at a complex level

Worked with the Product Owner to create user stories and acceptance criteria for development

Support the execution of the Configuration Management (CMDB) process, ensure it remains consistent with the ITSM strategy, global process goals and ensure coordination with all other IT processes.

Define IT Services and develop processes to manage, protect and measure the Incident management system

Lead product backlog grooming sessions and assigned stories to technical team members

***Product Management Intern at Klouddata Fremont, CA*** *Oct 2018 – Dec 2018*

Analyzed customer critical pain points in the real estate industry through extensive market research and customer interviews

Provided consumer insights, recommendations on opportunity set, product strategy plans, and presented to executive staff

Generated business model and KPIs to build on revenue for B2C product offering for off market listings

***Senior Consultant at PriceWaterHouseCoopers*** *August 2014 - July 2015*

* Analyzed client’s business requirements and processes through document analysis, interviews, workshops, and workflow analysis
* Prioritized the product roadmap for product offering. Drove new features by using Google analytics and customer feedback
* Communicated client’s business requirements by constructing easy-to-understand data and process models

Identified, created and facilitated process design changes by conducting business and systems process analysis and design at a complex level

* Perform gap analysis as is vs. to be.
* Worked with the Product Owner to create user stories for development

*Senior Consultant at eVerge Group LLC* *April 2014- April 2015*

* Prioritized the product roadmap for product offering
* Lead business process and workflow mapping/analysis using data capture and modeling technologies, methods and tools (UML etc)

Identified, created and facilitated process design changes by conducting business and systems process analysis and design at a complex level

Worked with the Product Owner to create user stories and acceptance criteria for development

Excelled at gathering feedback and requirements; communicating needed changes to development team; and overseeing seamless, high-quality rollouts to on-time and on-budget conclusion

***Senior Business Analyst at Accenture*** *Dec 2009 - March 2013*

* Provided executives with analytics and decision-support tools used as the basis for reorganization, consolidation and relocation strategies
* Translated stakeholder requirements into tangible deliverables such as functional specifications, user cases, workflow/process diagrams and data flow/data model diagrams
* Collaborated with stakeholder groups across the organization to ensure business and technology alignment. Proposed solutions meeting defined specifications and needs

***Software Engineer at Hexaware Technologies***  *August 2006 - Dec 2009*

* Contributed to the pre-sales cycle by building and presenting the demo solutions for CRM system
* Customized and implemented various business processes in CRM Sales application to meet the business requirements
* Identified and reconciled errors in client data to ensure accurate business requirements

**EDUCATION**

**SAN FRANCISCO STATE UNIVERSITY**  **San Francisco, CA**

*MBA in Marketing and Information Systems, May 2018*

***Information Systems Lead, Women in Business SFSU College of Business***

**SANTA CLARA UNIVERSITY Santa Clara, CA**

*Executive Certificate in Productizing Innovation, May 2018*

**UNIVERSITY OF RAJASTHAN India**

*Bachelor of Engineering (Computer Engineering), June 2006*

**ADDITIONAL SKILLS**

* Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint, Visio).
* Certified Scrum Master (CSM) by Scrum Alliance
* Tools – Jira, ServiceNow, UML, Google Analytics, Sketch, Balsamiq, XML, A/B Testing, Java, JavaScript, JSON, JQuery, Office 365
* Proficient in Data visualization (Tableau) and CRM tools (Salesforce)
* Expert knowledge of SQL and relational database management systems.