**HARIKA POOVAIAH**

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**PROFESSIONAL SUMMARY ------------------------------------------------------------------------------------------------------------------------------------------------------------**

Software Professional with 4+ years of experience in Business statistics, data analytics and project management. FinTech experience with competitive Business and Functional knowledge.

**SKILLS ----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------**

Programming languages: Python (NumPy, SciPy, Pandas, Scikit- Learn) C, C++, PL/SQL., HTML, CSS.

Database: Microsoft SQL Server (SSIS, SSRS, SSAS), MongoDB. Operating Systems: Windows (NT/XP/2003), Linux and Unix

Analytical Tools: Tableau, Power BI, MS Visio, Google Analytics Data Studio, Google Tag Manager.

Project Management Tools: MS Project, Zendesk, JIRA, Slack, Asana, Confluence.

Other Applications: Salesforce CRM, NetSuite, AWS CloudWatch, Adobe Photoshop, Trello.

**EXPERIENCE ---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------**

**Swyft Inc**,San Francisco, CA. May ’19-Current

# Program Manager-Business Operations – NetSuite ERP and Salesforce CRM.

* Drive and gather business requirements in the areas of Product and Data Operations, Account Management, Finance and Engineering.
* Identify trends and define key metrics to improve operational efficiencies through automation and help data migration analysis.
* Created and managed user profiles, roles, and permission sets on Salesforce, data ingestion in data loader and vendor management.
* Customized fields, page layouts, record types, reports, and dashboards to continuously monitor data quality and integrity.
* Driving the framework of retail automation, applications and platform while leading cross functional initiatives that span the breadth of engineering by optimizing the business processes with cloud-based ERP systems like NetSuite and Salesforce CRM.

**Bouquet.ai**,San Francisco, CA. Oct ‘18-March’19

Business Analyst Intern - Data Operations.

* Developed an algorithm to train ‘Aristotle’- the AI chatbot for enterprise analytics using Python, NLP analytics and machine learning principles to achieve KPI optimization with more than 95% accuracy in responses compared to the existing training model.
* Performed application testing and conducted regular sprint planning with Business SMEs across organizations to gather and report requirements for clients like ProQuest, Apple, P&G, MassMutual also, analyze the client data to identify profitable customer segments.
* Track KPI’s in dashboards and apply patterns for inbound lead analysis to business practices using various business intelligence using Google Data Studio and Excel functions (Pivot Tables, Vlookup) and SQL operations to improve business operational efficiency.

**Hult International Business School,** Boston, USA. Sep ‘17 -Aug ‘18

Technology Analyst Intern: IT Systems Engineering.

* Assisted professors and students on technical issues, systems set-up & troubleshooting, supporting the IT team at HULT, Boston.
* Developed & maintained front-end applications using C++ & ASP.net MVC and resolve tickets on Zendesk to monitor student satisfaction.

**Infosys Ltd.** – UBS Financial Services Pune, India. Aug’15 - Aug ‘17

Systems Engineer: UBS Financial Services Asset Management.

* Enabled offshore setup and operations of distributed systems design and lead trend analysis and reporting metrics for QBR.
* Modified the User Interface of Microsoft CRM and performed Qualitative data analysis for UBS, design and built applications in C#.
* Developed and coordinated UAT strategies between Project Management and Engineering teams, QA the testcases on SQLBacktrack.
* Analyzed and troubleshooted application and database issues, validating failure scenarios. Also, documented Functional Requirement Documents (FRD) and Business Requirement Documents. (BRD)

# EDUCATION ---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

# HULT International Business School, Boston, USA Sep’17 - Mar’19

# Master of Business Analytics (MBAN) Coursework: Python, Data Strategy & Visualization, Data science with R & SQL, Text Analytics, AI & Machine Learning, Data optimization.

Master of International Business (MIB) Coursework: Operations Management, Financial Management, Global Economics, Accounting, Business Statistics, Leadership, Digital Marketing, Big Data Analytics, Marketing Analytics.

**Visveswaraya Technological University,** India Sep’11 - May’15

Bachelor of Engineering in Computer Science and Engineering (B.E)

**CERTIFICATIONS** **---------------------------------------------------------------------------------------------------------------------------------------------------------------------------**

* AWS Cloud Practitioner, AWS Machine Learning Services.
* Google Analytics Professional -Digital Marketing & Advanced Data Analytics.
* CISCO Certified Network Associate, Network Bulls, Gurgaon, India.

**HONORS & AWARDS -----------------------------------------------------------------------------------------------------------------------------------------------------------------------**

* INSTA awardee for commendable performance - UBS Zurich, Switzerland, 2016.
* Best Paper Award-International Paper Publications IJSRD, IJSTE Research Journals- Vol May,2015.
* Most Innovative Business Idea Award by Dominos Business Challenge- HULT Business School, 2018.