YOGITA SONAVANE

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**PROFESSIONAL SUMMARY**

**Experienced professional with** demonstrated **success in Customer facing, Business analysis roles. Strong interpersonal skills to effectively communicate with individuals from diverse background. Core Competencies include: Data Analysis, Business Analysis, and Digital Marketing.**

**EDUCATION**

Mater of Science, Technology Management, University of Illinois Urbana-Champaign Aug 2018- Aug 2019

Master of Commerce, Business Management (Minor in IT), **University of Mumbai, India June 2013 - May 2015**

**Bachelor** of Commerce (Minor in IT), **University of Mumbai, India Aug 2011 - May 2013**

**TECHNICAL TOOLS & PLATFORMS**

**Programming Languages: R, Python.**

**Web Technologies: HTML, CSS**

**DBMS: MS SQL Server, Oracle SQL, Oracle DBA**

**Development Tools: Oracle Management studio, SQL Developer, R Studio, Tableau**

**Operating Systems: Windows, Mac**

**Testing: Manual**

**Others: MS Office, MS Excel (advanced), MS PowerPoint, MS Project Management Pro, Salesforce, Google Analytics, Facebook Ads platform(familiar).**

**Certifications: Google Analytics by Google,** Data Analysis with Python by IBM, Fundamentals of Visualization with Tableau by UC DAVIS

**PROFESSIONAL EXPERIENCE**

**Customers Support Associate | Tracker Corp Oct 2019 – Dec 2019**

* Working with Salesforce, Microsoft Excel & Microsoft Access database to enter customer's information.
* Phone Screening of support calls and solve customers’ queries.
* Monitoring the support email inbox
* Updating customer information as needed
* Perform other duties as assigned

**Business Analyst | Applied Research Associates, Inc. (ARA) June 2019 - Aug 2019**

* Developed Licensing strategy for cloud licensing model. also, interacted with client stakeholders and experts to understand the problems with the on-premise software.
* Assisted cross-functional teams with revenue analysts to ensure proper revenue compensation while shifting from on-premise to SaaS. Created cloud model movement road maps to drive adoption of the model.
* **Collaborated with System Architects, Software Developers, and Data Analysts through R, SQL Server, and MySQL to ensure that information is thoroughly analyzed, and the system is properly implemented.**

**Course Assistant for iMBA Program | University of Illinois Urbana-Champaign** Jan 2019 – Feb 2019

* **Accessed course daily to monitor activity**
* **Monitored students’ assignments and online interaction**
* **Reported changes in students’ performance, and highlights of the week to supervisor**
* **Responded to class interaction and provide feedback**
* **Graded and tracked students and team activities as assigned**
* **Interacted with students through content related forum as assigned**

**Associate, Social Media Management| Accenture** Jan 2018 – Aug 2018

As a Social Media Management New Associate, I became adept in evaluating and identifying client fake account and malicious activities. My Duties were as follows:

* Managed client social media ads account
* Worked on ads reviews based on standard policies and guidelines
* Achieved SLA metrics of Quality and Productivity, besides other SLAs
* Ensured defect free delivery at all times
* Resolved all escalations within the agreed TAT
* Worked on multiple workflows simultaneously
* Identified malicious activities, ability to proactively detect new spam trends user
* Provided proactive inputs/ideas to improve spam identification techniques
* Strived for delivery beyond SLAs and set metrics