

PALAKK SHRIVASTAVA

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SUMMARY

Forbes Under 30 Scholar | Salesforce Certified Administrator | 2+ years of client facing experience in a technical role
Deloitte STEM Technology Practitioner Scholar | FirstNet Case Competition winner, AT&T

WORK EXPERIENCE

Trusted Medical Centers, Dallas, TX

Feb. 2020 - Apr. 2020

Business Technology Consultant

- Architecting the AWS implementation and cloud data migration
- Performed data cleaning and designing Power BI dashboards for reporting the trends in revenue
- Lead the transition for a successful insourcing of IT operations from an external vendor

Symantec, Mountain View, CA

May 2019 - Aug 2019

IT Business Analyst Intern

Assigned to IT Global Operations team to integrate business solutions using ServiceNow

- Established Net promoter score model for tracking IT customer experience
- Generated data by conducting a survey and performed an analysis to develop the NPS KPI metric calculation
- Delivered NPS solution that conserved the licensing cost of a module - Service 360
- Designed an Agile compatible customer engagement framework and assisted in sprint management
- Created a word cloud dashboard in Performance Analytics for text analysis of survey data

Capgemini India Pvt Ltd, Mumbai

June 2015 - July 2017

Senior Analyst

Demonstrated experience as a techno-functional resource for the HRMS module of Oracle R12 E-business suite.

Spearheaded the Oracle Learning Management (OLM) platform team of 4 members

- Executed strong problem-solving skill by fixing recurring functionality issues in OLM and reduced tickets by 25%
- Aggregated 50+ incidents monthly by data extraction using SQL queries and reporting
- Established a cross-functional team and formalized Robotic Process Automation for service improvement
- Orchestrated the roadmap, developed PL/SQL package and led UAT that facilitated RPA business transformation
- RPA decreased the manual reporting hours by 50% and capitalized revenue for the organization

EDUCATION

The University of Texas at Dallas

Dec. 2019

M.S. Information Technology and Management

GPA 3.7/4

Nagpur University, India

June 2015

B.E. Electronics and Telecommunication

GPA 7.5/10

ACADEMIC PROJECTS

Cloud Design Analysis - AWS Cloud

Dec. 2019

- Research project on analyzing and comparing the benefits of cloud-based vs traditional warehouse
- Hands-on experience of table design analysis and measure performance using AWS Redshift, IAM, EC2, S3

Business Consulting -Online Marketing Campaign - Google Analytics, AdWords

Apr. 2019

- Consulted a non-profit organization to develop their online marketing presence through campaign
- Performed SEO achieving top ad in Google search and increased revenue by 10% for the clients

SKILLS

Languages & Database SQL, PL/SQL, Python, Oracle 11g, MySQL

Tools & Platforms AWS Services, Salesforce, Service Now, Jira, Tableau, Power BI, Advance Excel, MS Project

Functional Skills Agile Methodology, Requirement Elicitation, Technical Documentation

Certifications Salesforce Certified Administrator, Architecting on AWS – 25 hours coursework, Google Ads