

Divesh Naidu

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EDUCATION

University of South Florida, Tampa <i>Master of Science in Business Analytics and Information Systems</i> ❖ Relevant Coursework: Statistical Programming for Business Analytics, Data Mining, Adv. Database Management, Project Management, ERP, Data Visualization	Aug 2018 – May 2020 GPA: 3.72/4
SRM University, Chennai, India <i>Bachelor of Technology in Information Technology</i>	Aug 2011 – May 2015 GPA: 5.76/10

WORK EXPERIENCE

Operations Manager Gaia Smart Cities, Mumbai, India	Jun 2017 – Jun 2018
❖ Led a team of 50+ technicians, service engineers and vendors: <ul style="list-style-type: none">➤ Optimizing job plans and schedules, managing SLAs on tickets, creating job reports and supporting sales team for <i>Proof of Concepts</i>➤ Documenting operational process flows managing budgeting and vendor invoices➤ Asset Management – Routine troubleshooting, repair V/S replacement analysis, <i>FMEA</i> and <i>Root-cause analysis</i>➤ Created statistical models to optimize operational efficiency and increase revenues using data modeling techniques such as <i>Multiple Linear Regression</i> and <i>Time Series Analysis</i>➤ Revised vendor agreements based on KPIs defined for seasonal business fluctuations	
Associate Business Analyst Free A Billion, Mumbai, India	Jan 2017 – Jun 2017
❖ Project/Program Management <ul style="list-style-type: none">➤ Translated business requirements to technical teams and technical issues/capabilities to business teams➤ Facilitated agile ceremonies like sprint planning, sprint review and retrospective meetings➤ Created wireframes for the website user interface (UI) with Axure RP➤ Created Scrum artifacts such as product backlog, sprint backlog, burndown chart and velocity chart➤ Participate in test plans, validation plans and conducted manual testing of the website	
I.T. Project Management Intern Lupin Ltd, Mumbai, India	Jun 2016 – Dec 2016
❖ Project Management <ul style="list-style-type: none">➤ Deployed <i>SAP Ariba Procure-To-Order (P2O)</i> module to replace existing paper-based procurement➤ Completed deployment of the module across 6 pharmaceutical plants for 60 employees working with SAP vendors within the stipulated 6 months' time frame➤ Analyzed stakeholder's business requirements and processes through document analysis, interviews, workshops, and workflow analysis➤ Responsible for UATs, end user training and arranging sign offs from respective stakeholders	

ACADEMIC PROJECTS

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- ❖ **Overcoming time constraints in Agile Project Management:** Researched about *optimizing time management in Agile* to enhance ROI on projects
 - ❖ **University Database Management System:** Designed logical and physical architecture of database focusing on optimization, indexing, normalization and data partitioning using Oracle SQL Developer. Created *stored procedures, triggers, materialized views, parallel execution and query complexing data* to help the University and students in their daily activities
 - ❖ **Gaia Sensor Maintenance System (SDLC):** Defined functional requirements and *future states* for the Ops department from the existing system information in the *current state*
 - ❖ **Data Web scraping:** Analyzed trends across states in the US to determine boat prices. Used JavaScript to web scrape the data and present different geographical findings using Tableau. Used R for data cleaning, variable transformation and regression modelling (linear, parametric, mixed effects)

SKILLS & CERTIFICATIONS

Software Development Models: Agile-SCRUM, Waterfall
Programming and Software skills: R, SQL, SAS
Analysis Tools: Tableau, MS Excel, RStudio, Anaplan
Database Technologies: MySQL, SQL Server
Other Tools: Trello, Microsoft Dynamics 365, Azure Machine Learning, JIRA, MS Visio, VBA, Microsoft Office, SharePoint, Microsoft PowerPoint, Keynote