

NEEL SHAH

+1(217)721-9897 | neels4@illinois.edu | <https://www.linkedin.com/in/neel-shah-8408981b3>

EDUCATION

University of Illinois at Urbana Champaign
Master of Science, Information Management

August 2021-May 2023

- Relevant Coursework: System Analysis & Design, Applied Business Research, Information Modeling

Mukesh Patel School of Technology, Management & Engineering (MPSTME), India
Bachelor of Technology, Information Technology

July 2014 - May 2018

- Relevant Coursework: Database Management, Cloud Computing, Management Information Systems

SKILLS

- **Technical Skills:** Oracle SQL, Tableau, Python, Google Cloud Platform(GCP), MS Excel, Gitbash, Terraform
- **Management Skills:** User Research, Sprint Planning, Stakeholder Management, A/B Testing, Project Management
- **Frameworks and Tools:** Agile, JIRA, Bitbucket, ServiceNow, Remedy
- **Certifications:** Tableau Analyst, Microsoft Azure Fundamentals, Enterprise Planner Certification v8.1

EXPERIENCE

Synchrony- Emerging Technology Intern

May 2022-December 2022

- Prioritized user stories for various cloud services thereby reducing the product backlog by 40%.
- Conducted market research & analysis of different GCP components to reduce operational & security risks by 25%.
- Automated billing reports by configuring emailing service & using Google Cloud API's, Functions & Pub/Sub leading to reduction of manual work by 70%.
- Revamped deployments & automated role creation in BigQuery by using Terraform saving 10 hours weekly.

Business Intelligence Group (Urbana Champaign, USA)- Senior Technical Consultant

August 2021-December 2021

- Spearheaded a team of 4 consultants for a Fortune-500 agricultural services company to perform requirements gathering, formulated PRDs & implemented technological solutions addressing the client's critical business challenges.
- Automated manual intensive tasks of patent extraction & analysis as well as carried out data cleaning via utilizing Natural Language Processing in Python which increased client savings by 30%.
- Generated data visualizations using Tableau for KPIs resulting in reduction of manual reporting by 5 hours weekly.

Accenture - Application Development Analyst

June 2018 - June 2021

- Led a team of 5 for a UK-based Retail client by applying Agile Scrum practices & collaborated with cross functional teams to manage project workflows thereby increasing the team's velocity by 33%.
- Gathered business requirements, created functional & technical specifications as a part of Software Development Life Cycle.
- Managed stakeholder expectations & ensured customer satisfaction by providing clear communication about the progress throughout the project lifecycle.
- Contributed to the design phase of the Assortment Planning application by carrying out usability testing that reduced user complaints by 23%.
- Troubleshooted & carried out Root Cause Analysis to resolve around 50 server, data, & application related problems.
- Built interactive dashboards using SQL & Tableau to gain valuable insights on Enterprise Planning bolstering the sales by 15%.
- Implemented A/B tests for the launch of 17 application features & releases to improve application efficiency by 30%.
- Worked on tools like Remedy, ServiceNow & JIRA for Incident & Change management.
- Delivered Service Improvement Plans & Minor Enhancements which boosted client savings & enhanced application performance by 40%.

Hindustan Review Pvt. Ltd. – Product Management Intern

May 2017- July 2017

- Performed market research to strategize the product roadmap of a Minimum Viable Product (Employment Application).
- Efficaciously negotiated sprint goals with the team which reduced the delivery time by 10%.
- Optimized the application by introducing the location feature via integrating the Google Maps API which increased the user conversion by 33%.

PROJECT

Volunteer & NGO Management System (Capstone Project)

July 2017- April 2018

- Engaged users through interviews & surveys, performed competitive analysis to define the product vision & strategy.
- Developed an android application which helped to bridge the gap between volunteers & NGOs by ensuring easier interaction between them & automated the work of the NGO by 40%.

EXTRA-CURRICULAR

- Led the Accenture Events Team to organize various cultural & sports events for 250 members in the project.
- Led the Logistics & Publicity committee of Model United Nations Society, MPSTME (2015-16) & achieved a record footfall of 600+ students.