Harsh Paritosh Desai

Seattle, WA |harshd19@uw.edu | +1 (206) 581-5195 | https://www.linkedin.com/in/harshdesai9

SUMMARY

MS Information Management Candidate with experience in FinTech Services, Client Management, Data Analytics, Eliciting and Analyzing Business Requirements and Agile Project Management; always been striving to deliver results of the highest standards in processes, technology, client services, and business.

EDUCATION

University of Washington, Seattle, WA   **Expected June 2021**
Master of Science in Information Management

University of Mumbai, India   **May 2017**
Bachelor of Engineering in Information Technology

TECHNICAL SKILLS

- Programming Languages: R, Python
- Platform and Tools: SQL, Tableau, Jira, Confluence, MS Visio, Power BI, Figma, Trello, Miro, MS Excel, Lucid Chart, MS Project, MS Office Suite, SSMS, SSIS, Azure ML Studio, PoolParty, RESTful API

PROFESSIONAL EXPERIENCE

SAP Concur   **June 2020 – Present**
Technical Product Manager Intern   *Seattle, WA*

- Analyzed product gaps, opportunities and collaborated with cross functional teams for innovating and creating new product initiatives for Concur TripLink.
- Identified inconsistencies, inaccuracies, and missing information to perform an overhaul of the Product's Customer Facing User Guide to increase understanding and product adoption.
- Monitored metrics and daily trends through Kibana dashboards to detect anomalies and errors.
- Used Atlassian Jira and Confluence to manage, track requirements, tasks, issues and for project management resulting in improved communication and project efficiency.

IndiaIdeas.com Limited [BillDesk]   **July 2017 - July 2019**
Associate Product Manager   *Mumbai, India*

- Managed online payment gateway integrations for 75+ clients across industries such as Insurance, E-commerce, Government services, Education, Automobile, Energy etc.
- Gathered requirements from the clients and collaborated with them to provide payment gateway solutions that would best align with their business needs.
- Ensured end to end support post system integration, resolving issues in a timely manner, reducing response time by over 50%.
- Performed deep dive analysis on payments data along with Senior Management to identify KPIs, leveraged them to enhance existing product offerings, and innovate new products thus focusing on upselling and cross-selling.

ACADEMIC PROJECTS

Business Intelligence Systems Project | Retail Stores & Distributors Data

- Created a data warehouse using Retail Stores & Distributors Data by performing dimensional data modelling and ETL.
- Built an end-to-end BI system and performed online analytical processing (OLAP) and developed visualizations in Tableau to answer key business questions.

Data Science Project | Data Analysis & Predictions on Airbnb and Stayzilla Data

- Performed cross fold validation along with stepwise regression to identify amenities that significantly affect the target variable, price for Stayzilla property listings.
- Used sentiment analysis to understand user perception of Airbnb listings with respect to property types in Boston, MA.

University Database Management System

- Created a database design document and an Entity Relationship Diagram to model a relational database to manage University of Washington data.
- Implemented the database in MS-SQL Server, added check constraints, column-data encryption, and created database views and used PowerBI to generate analytical reports.

Case Study of IBM's use of crowdsourcing and open-source software.

- Examined how IBM uses crowd sourcing and open-source software as a mechanism for learning, innovations, and talent development.
- Applied the SWOT framework to analyze the opportunities and threats of these two mechanisms.
- Provided recommendations using our analysis and research to improvise the use of these mechanisms.