**Medha Bhatia**

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**RELEVANT SKILLS**

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| * Salesforce * Tableau / Tableau CRM * MySQL | * Requirement Gathering * UAT Facilitation * Data Mining & Analysis | * JIRA / Smartsheets / Asana * Agile / SCRUM Development * Microsoft Office Suite |

**EXPERIENCE**

**Survey Monkey,** San Mateo, CASeptember 2019 – Present

*Sales Systems Support Analyst*

* Liaison between cross-functional business stakeholders and developers by gathering requirements, working with developers on the solutions, and communicating changes back to the business
* Supported CPQ Implementation with documentation, translating cross-functional business requirements into user stories and acceptance criteria for UAT, and testing
* Managed sales support desk (~200 cases/week) by responding to questions or routing to those responsible
* Drove process improvement for the sales support desk by designing and overseeing the automation of cases and routing in Salesforce Cases
* Collaborated with Field Operations and Sales Enablement to document, communicate, and enforce  
  policies and processes
* Created and ran sales tool onboarding for new reps for tools such as ZoomInfo, Outreach, and Gong
* Launched WalkMe (a digital adoption platform) to guide Sales team through critical processes in Salesforce such as opportunity creation, discounting, lead management, etc
* Managed opportunity pipeline and forecast visualizations by analyzing over 30 BDR/AE sales metrics

**Kaiser Permanente,** Pleasanton, CA January 2019 – July 2019

*Data Analyst Intern*

* Analyzed memory usage between 5 departments by formatting data visualizations through Tableau enhancing stakeholders’ knowledge on metrics
* Performed quality assurance on Tivoli software for 30 fundamental applications allowing alerts to be sent out for problems on servers improving turnaround time on critical issues
* Facilitated server migration by providing 10 reports on 500 affected servers to team members, allowing smooth transition between 6 data centers
* Documented properties of around 300 servers through pivot tables essential in organizing data and keeping data up to date
* Monitored over 50 internal applications by creating notifications through Tivoli software allowing team members to gain better understating of the state of their applications
* Produced multiple roadmaps to show consecutive progress of applications and to set upcoming deadlines which improved workflow and comprehension for executive staff

**Kumon,** Union City, CA March 2018 – August 2018

*Instructor*

* Provided educational support for more than 30 elementary age students which led to 30% increase in scores
* Organized and tracked assignments for ~50 students into several proprietary software programs
* Comfortable with highly collaborative multidisciplinary team meetings with around 10 team members biweekly to build better relationships within the team
* Directed 2 parent teacher conferences weekly, fully briefing the parents on the child’s learning styles which enables parents to provide correct guidance to students

**EDUCATION**

**University of California, Davis** Present – September 2021

* Bachelor’s of Arts in Economics with emphasis on Data Analytics