ADITI AGRAWAL
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EDUCATION
MS in Information Management, Syracuse University, USA.　　　　GPA 3.7/4.0　　　　May 2020
Coursework: Information System Analysis, Project Management, Enterprise Risk Management, Cloud Management, Database, Information Security.
B.Tech. in Information Technology, RTU, India.　　　　GPA 3.3/4.0　　　　May 2014

SUMMARY
- With more than 4 years of work experience, got good knowledge of MS Excel, MS Project, JIRA, SharePoint, Tableau and Power BI
- Involved in client-facing engagements to provide new product development, digital marketing, and performance improvement
- Experienced in gathering and documenting requirements for clients from varying domains like public sector, non-profits, banking, education

SKILLS
Applications and Languages: Power BI, JIRA, Excel(V-lookup, pivot table), Tableau, Trello, MS Project, PowerPoint, AWS (basic), R, SharePoint, SSIS, SSAS, SSRS, JSON, HTML5/CSS3, JavaScript, WordPress. **Database & Software**: MS Access, SQL, MS Visio
Certification: Certified Scrum Master, Google Analytics, Harvard Manage Mentor on leadership, team & change management

WORK EXPERIENCE
Project Manager, iConsult Collaborative, Syracuse, USA　　　　Apr 2019 - Present
- Led the ideation, UX, research for client in liaison with the development team to build chatbot reduce unemployment rate for disabled people.
- Optimized workflows by developing use case diagrams, activity diagrams, sequence diagrams, UI/UX wireframes and product roadmaps
- Working closely with executives to prioritize features, select vendors for services and launch product more efficiently
- Managing multiple cross functional projects and teams in hybrid approach, stakeholder management, devising project and communication plan
- Identified KPIs for operational insights improving client's performance using Power BI dashboards, reducing manual effort hours by 90%
- Streamlined process to train the team, tracking deliverables using JIRA leading to increased efficiency and managed releases
- Actively involved in solving high priority issues within a short timeframe, updating scrum backlog, sprint reviews & Kanban boards

Business Analyst, iConsult Collaborative, Syracuse, USA　　　　Dec 2018 - Apr 2019
- Liaised with a nonprofit client to elicit & analyze requirements for fundraising & donor management using Salesforce
- Understood the client's data model and recommended changes as corresponding objects in the CRM solution while transformation from Excel
- Involved in root cause analysis to improve marketing and reach thus, converting 10 % more opportunities to leads in terms for donors

Digital Consultant, Pencil and Eraser LLP, Pune, India　　　　Aug 2017 - Dec 2017
- Performed cloud platforms vendor analysis and feasibility analysis to gauge their features and viability of the solution in terms of budget
- Devised project plan for developing the application to be hosted on an auto scalable cloud server thus saving capital expenditure
- Designed the key functions of the project, scope, objectives, website design, work breakdown structure, and high-level milestones

System Engineer, Infosys Limited, Pune, India　　　　Jun 2014 - Jul 2017
- Translated business user concepts into comprehensive business requirements (BRD) and high-level design documents, test plans, and use cases
- Created prototype mock-ups, designs, workflows, and wireframes for all application/system enhancements and front-end changes
- Planned and led JAD and brainstorming sessions with client, IT developers, testers and business users to remodel user interface
- Resolved integration, regression & UAT testing defects and ensured go-live of the mobile application for up to 10,000 users

ACADEMIC PROJECTS
Cloud Developer, University Library　　　　Sept 2018 - Dec 2018
- Managed AWS services to incorporate continuous deployment and improve scalability & security of the website
- Configured in-built analytical tools to generate reports that will help in planning events and amplify the outreach of the libraries
- Collected user stories from students, faculty members and librarians to design an architectural model using the cloud

System Analyst, Process Improvement　　　　Sep 2018 - Dec 2018
- Utilized SDLC steps and modeling to understand the payroll system and prepared functional requirements document to avoid scope creep
- Performed GAP analysis to identify scope of improvement and transform current business process to reduce time taken in manual process
- Optimized workflows by developing use case diagrams, activity diagrams, sequence diagrams, and non-functional requirements document

Database Developer, Doctor recommender System.　　　　Sep 2018 - Dec 2018
- Built a data model, created a database, and performed operations using queries, triggers, procedures and generated summary reports
- Developed use cases and analyzed business requirements for obtaining healthcare services mainly by surveys and interviews
- Designed responsive user interface by consulting the client and generated results on Access through SQL queries