

# PALAKK SHRIVASTAVA

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## SUMMARY

Forbes Under 30 Scholar | Salesforce Certified Administrator | 2+ years of client facing experience in a technical role  
Deloitte STEM Technology Practitioner Scholar | FirstNet Case Competition winner, AT&T

## WORK EXPERIENCE

**Trusted Medical Centers, Dallas, TX**

**Feb. 2020 - Apr. 2020**

*Business Technology Consultant*

- Architecting the AWS implementation and cloud data migration
- Performed data cleaning and designing Power BI dashboards for reporting the trends in revenue
- Lead the transition for a successful insourcing of IT operations from an external vendor

**Symantec, Mountain View, CA**

**May 2019 - Aug 2019**

*IT Business Analyst Intern*

Assigned to IT Global Operations team to integrate business solutions using ServiceNow

- Established Net promoter score model for tracking IT customer experience
- Generated data by conducting a survey and performed an analysis to develop the NPS KPI metric calculation
- Delivered NPS solution that conserved the licensing cost of a module - Service 360
- Designed an Agile compatible customer engagement framework and assisted in sprint management
- Created a word cloud dashboard in Performance Analytics for text analysis of survey data

**Capgemini India Pvt Ltd, Mumbai**

**June 2015 - July 2017**

*Senior Analyst*

Demonstrated experience as a techno-functional resource for the HRMS module of Oracle R12 E-business suite.

Spearheaded the Oracle Learning Management (OLM) platform team of 4 members

- Executed strong problem-solving skill by fixing recurring functionality issues in OLM and reduced tickets by 25%
- Aggregated 50+ incidents monthly by data extraction using SQL queries and reporting
- Established a cross-functional team and formalized Robotic Process Automation for service improvement
- Orchestrated the roadmap, developed PL/SQL package and led UAT that facilitated RPA business transformation
- RPA decreased the manual reporting hours by 50% and capitalized revenue for the organization

## EDUCATION

**The University of Texas at Dallas**

**Dec. 2019**

*M.S. Information Technology and Management*

GPA 3.7/4

**Nagpur University, India**

**June 2015**

*B.E. Electronics and Telecommunication*

GPA 7.5/10

## ACADEMIC PROJECTS

**Cloud Design Analysis - AWS Cloud**

**Dec. 2019**

- Research project on analyzing and comparing the benefits of cloud-based vs traditional warehouse
- Hands-on experience of table design analysis and measure performance using AWS Redshift, IAM, EC2, S3

**Business Consulting -Online Marketing Campaign - Google Analytics, AdWords**

**Apr. 2019**

- Consulted a non-profit organization to develop their online marketing presence through campaign
- Performed SEO achieving top ad in Google search and increased revenue by 10% for the clients

## SKILLS

Languages & Database SQL, PL/SQL, Python, Oracle 11g, MySQL

Tools & Platforms AWS Services, Salesforce, Service Now, Jira, Tableau, Power BI, Advance Excel, MS Project

Functional Skills Agile Methodology, Requirement Elicitation, Technical Documentation

Certifications Salesforce Certified Administrator, Architecting on AWS – 25 hours coursework, Google Ads