

Sneha Jha

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SUMMARY

Strategic and result driven business analyst with five years of experience in IT infrastructure development, data and business operations. Solid understanding of business processes, infrastructure services, data management, SAP, and non-SAP legacy applications. Demonstrated ability improving customer retention with efficient relationship building, client handling and interpersonal skills. Eager to support projects requiring impressive analytical and IT skills.

EDUCATION

NORTHEASTERN UNIVERSITY, Boston, MA 2021
D'Amore-McKim School of Business
Candidate for Master of Science in Business Analytics

VISVESWARAYA TECHNOLOGICAL UNIVERSITY, Bangalore, India 2013
Bachelor of Engineering
Major in Telecommunication

PROFESSIONAL EXPERIENCE

COGNIZANT, Bangalore, India 2014-2020
IT services
Senior Infra Developer

- Automated deployment of customer services using Continuous Integration and Delivery tools in Jenkin which drove significant improvement in cycle release time.
- Performed data subset, cloning, mining, depersonalization, generation of synthetic data to support business and QA validation in lower region to ensure greater data coverage and improve overall efficiency and reduce errors.
- Collaborated with Business SME, Upstream, Downstream and Target system SMEs to understand, document and conduct in-depth business process analyses and identify areas for process improvements.
- Created various KPI reports and presented to business and stakeholders to track progress against targets and focus to enhance performance.

CONCORDIS, Seattle, USA July 6 – August 23, 2021
Experiential Network Project

- Partnered with Concordis, Solutions for Staffing, Consulting and Managed Services through Northeastern University's Experiential Network, carrying out remote project work while completing graduate coursework in MS in Business Analytics.
- Tasked to identify the Client management and communication tool or come about with a strategy to maintain and develop new clients which can ensure revenue growth and serve the company's existing contractor population with open positions.

- Delivered a concise Project Report and PPT communicating our recommendation for the most suitable tool focusing on the relevance, target industry type, primary purpose, user ratings, overall value to money and its differentiating capabilities.

TECHNICAL SKILLS

- PL/SQL, Oracle SQL developer and Advance SQL
- Python, R programming
- Service Now, Remedy and HPQC
- Advance MS-Excel
- Jenkins

CERTIFICATES

- Google Data Analytics Professional Certificate
- Awarded with Lifetime member of Beta Gamma Sigma
- ITIL Foundation Certificate in IT Service Management