

# Sujay Pokle

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## PROFESSIONAL EXPERIENCE

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**Product Manager** | TruWeather Solutions Inc. | Syracuse, New York **Jun 2020 – Dec 2020**

- Conducted a thorough industry analysis and market research to steer company forward from conceptual to development phase
- Spearheaded SaaS product development to reduce costs and shorten implementation cycles while ensuring technological and business needs are tactically met, leading to increase in customer base by 24%
- Liaised with various stakeholders within the company - engineering, sales, and marketing to optimize product roadmap and streamlined communications by leading weekly team meetings and keeping track of all the communication logs
- Redefined metrics to track and optimize customer onboarding experience, improving retention rate by 34%
- Managed and monitored activities against project baseline to ensure on-time, on-budget, and goal-based deliverables

**Business Analyst** | Accenture Solutions Pvt. Ltd. | Mumbai, India **Aug 2017 – Jul 2019**

- Collaborated with 3 teams to stabilize client infrastructure, enhancing the virtual environment performance by 35%
- Led root cause analysis during build and deployment of virtual servers, reducing deployment defects to less than 2%
- Generated automated scripts to eliminate manual tasks which helped the database and VMware teams save 850 billable hours
- Created a trend analysis to examine monthly outages during server migration activities and presented the analysis to the stakeholders to offer insights/recommendations to mitigate future outage incidents

**Business Analyst - NOC** | Continuum Managed Services | Mumbai, India **Jul 2016 – Aug 2017**

- Provided daily operational support and system administration for flagship products, improving operational efficiency by 35%
- Achieved a 98%+ SLA and ensured max uptime for users by streamlining the troubleshooting process of critical prod servers
- Developed reports and documentation for product roll-out, and conducted User Acceptance Testing using 3000 test cases
- Formulated system integration and data migration plans from legacy systems to enhance the overall flow of information

## SKILLS

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- **Functional:** Program Management, Business Analysis & Intelligence, Agile Project Management, Client Management
- **Tools:** Microsoft Excel, Tableau, Microsoft Power BI, Microsoft Project, Google Analytics, JIRA, Microsoft SharePoint
- **Programming:** SQL, Python, R, C, C++, PowerShell Scripting, Java, JavaScript

## RELEVANT PROJECTS

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**Project Management for Healthcare company** **MS Project | Project Charter**

- Tracked and shared project progress, milestones, and implementation plans with stakeholders using agile methodology

**Supply Chain Analysis for Transportation and Logistics company** **Lean Six Sigma | MS Excel | Power BI**

- Solved issues related to purchase/work orders by partnering with the operations manager, optimizing the process by 12%

**Data Analysis for City Demographics** **Python | Data Wrangling & Visualization**

- Diagnosed key areas where major crime activities are identified which assisted law enforcement agencies in deploying resources to concerned districts and taking precautions during difficult times which increased the efficiency by 20%

## LEADERSHIP ROLES

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- **President** | MITSA – Rutgers Business School | Newark, NJ **Oct 2019 – Dec 2020**
- **PPA Lead** | Accenture Solutions Pvt. Ltd. | Mumbai, India **Feb 2018 – Jul 2019**
- **Director General** | IEEE Bombay Section Model United Nations 2014 | Mumbai, India **Jun 2013 – May 2014**

## EDUCATION

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**MS in Information Technology & Analytics, Rutgers University, NJ** **GPA [3.75] Dec 2020**

Relevant Coursework: Project Management, Analytics for Business Intelligence, Business Forecasting, Supply Chain Management, Business Data Management, Data Science

**BE in Electronics Engineering, University of Mumbai, India** **GPA [3.42] Dec 2015**

Relevant Coursework: Object Oriented Programming, Business Communication and Ethics, System Analysis and Design