RADHIKA VIJAYARAGHAVAN

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EDUCATION

Master of Science, Engineering Management | **California State University East Bay** | (STEM Designated) | GPA: 3.89/4.0
<div align="right">May 2023</div>

Courses: Project Management, Product/Process design, Supply Chain Management, Business Analytics, Data Visualization, Lean Six Sigma, Statistical Process Control, Operations Research, Machine Learning, Data Science with R

Bachelors, Information Technology | **Jawaharlal Nehru Technological University |** GPA: 3.25 / 4.0   July 2013

SKILLS & TOOLS

Project skills: Agile / Scrum board, **JIRA,** Microsoft Project (Portfolio Management PPM), **Confluence**, Project Lifecycle Management, Lean Six Sigma, Stakeholder Management, **Salesforce** CRM, Visio, Smartsheet, Asana

Technical skills: SQL, Data Analysis, Data Visualization, **Tableau**, **R programming**, R Shiny, Predictive modeling, **MS Excel** (Pivots, LOOKUPs, Macros), **Power BI**

Certifications: Six Sigma Green Belt (CSUEB), SQL for Data Analysis (U.C Davis), Tableau certified Analyst

PROFESSIONAL EXPERIENCE

Project Manager Intern | **GLOBALIZATION PARTNERS |** Boston, United States   June 2022 – August 2022
- Successfully managed 4+ end to end project lifecycles and business analysis involving software integrations & automation projects with aggressive timelines, all on time. Lead reporting presentations and continuous feedback for decision-making to senior leadership.
- Led cross functional teams against a roadmap on **JIRA**, project tracking and reporting, through an RFP/RFI process to select a new time management solution for more than 10K customers for key MVP increments, was so successful that executive team requested for a Phase 2.
- Managed PMO project artifacts(scope, project plan, resource plan, **contingency plan**, status reports, milestones). Built detailed **portfolio metrics dashboard** for key integration projects (handled all phases of Project life cycle). Supported business operation/product management team in **tactical/strategic planning**.
- Led ERP system implementation and deployment and IS&T processes for **stakeholder identification and mapping**, governance, change management and a new prioritization system for Salesforce dedicated team to help organize over 200 monthly requests, reducing processing time by 30%

Senior Business Analyst III | **UBER Technologies |** Hyderabad, India   January 2016 – December 2019
- Owned 10+ post-launch **strategic operational projects** for Uber's rideshare/UberEats utilizing **Agile frameworks.**
- Led **user retention reporting** to track success of initiatives and collaborated with cross-functional teams(Product Managers, 3rd party vendors). Utilized SQL to pull **large data sets** of customers from Uber databases to provide actionable insights and use cases that provided an estimated $32k in annual savings.
- Led triage meetings and investigated, **developed implementation plans** for gaps, trends for rule enhancements and **optimization** that decreased product defects by 5% globally. Developed and maintained multiple statistically backed up **Machine Learning(ML) models** and business analysis that helped partners, merchants in performance tracking and improving.
- Collaborated with **cross-functional stakeholders** (Product, Operations, Payments etc.) for **continuous improvement** to capture improvement ideas related to automation, customer experience and process optimization, and drove their implementation across various global teams.
- Built 10+ interactive metrics dashboards, **Ad hoc data reports**, to track operational **Key Performance Indicators (KPIs) and OKRs** for 5 regions. Investigated & performed root-cause analysis and **data-driven analytics** using **SQL queries** and **MS Excel** on complex customer data sets and campaigns, **generated recommendations** that cut losses by $120k/week

Business Analyst | IBM | Chennai, India   April 2014 - May 2015
- Contributed to **five-week agile sprints** for a passenger impact feature (cancellations, bookings, re-times) for a major US airlines flight network from ideation through feature launch, steering the project through all stages of SDLC.
- Assisted in creating functional software requirements into **detailed documentation** for application development, user acceptance testing (UAT) and user stories, requirements, acceptance criteria, **workflow diagrams** and dataflow diagrams required to enhance applications for data management.

PROJECTS AND LEADERSHIP EXPERIENCE

Business Analytics Intern, (KPMG, Forage)   August 2022 - October 2022
- Spearheaded an end-to-end **data analytics project** for a **retail e-commerce client**, managed a complex Business Case and worked on an unprecedented hybrid waterfall/agile project. Performed data quality analysis, analytical dashboard creation, data driven presentations, customer segmentation and insights and visualizations to present to KPMG leadership.

Project Management Intern, (Accenture, Forage)   August 2022 - October 2022
- Created an end-to-end project lifecycle process governance process, created project plan, developed a Risk control process, recommended process design, setup an intake process.