

SHILPA NARENDRA AGRAWAL

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SUMMARY

Results-driven MBA graduate with a PMP certification and over five years of experience in optimizing business processes and implementing strategic initiatives. Proficient in analyzing market trends for brand expansion and leading innovative solutions for market leadership. Committed to fostering excellence, teamwork, and decisive leadership in high-pressure environments.

EDUCATION

MBA, General , San Jose State University (GPA: 4.0/4.0)	May 2025
Post Graduate Diploma in Banking , Manipal University (GPA: 8.9/10)	July 2017
B.E., Computer Science , Dr. Babasaheb Ambedkar Marathwada University (GPA: 3.4/4.0)	June 2014

RELEVANT COURSEWORK

Business & Management: Managing Product Development, Managerial Decision Analysis, Developing and Managing People
Analytics & Operations: Data Visualization and Management, Forecasting for Business Analytics, Operations & Supply Chain

EXPERTISE AND TECHNICAL SKILLS

Professional Skills: Agile & Scrum methodologies, Strategic Market Planning, Data Analysis & Reporting, Leadership & Relationship Management, Software Development Life Cycle, Process Optimization, Negotiation & Cost control, Quality Assurance & A/B Testing, Corporate Change Management, Financial Analysis, Credit Analysis
Programming & Data Analysis: MySQL, Python, Oracle, JavaScript, C/C++, R, STATA, PostgreSQL, Graph, UCINET
Tools: JIRA, Asana, Trello, Notion, Smartsheet, Figma, GIT, Google Analytics, Qualtrics, Wrike
CRM & BI: Tableau, Power BI, Visio, HubSpot, Salesforce, Looker, Zoho CRM, Pipedrive
Other: Microsoft Office (Excel, Word, PowerPoint), QuickBooks, SaaS products (Zoom, Google Workspace), Confluence

WORK EXPERIENCE

PROGRAM MANAGER, Blis Technologies, Texas, USA **May 2023 - Present**

- Plan, coordinate, and deliver projects on time and within budget for clients like Wells Fargo, Oracle, and AT&T.
- Monitor project deliverables and build KPI dashboards to enhance performance tracking and transparency.
- Develop project roadmaps for IT infrastructure, ERP manufacturing, and supply chain.
- Actively contribute to agile sprints, focusing on market analysis, requirements gathering, and system design.

PROGRAM COORDINATOR, Mathnasium, San Jose, CA **Fixed Term: June 2024 – August 2024**

- Fostered client relationships with schools and local communities resulting in a **25% increase** in enrollment.
- Handled over 100 client inquiries weekly, delivering top-tier service to both students and families.
- Analyzed enrollment trends, providing data-driven insights that boosted marketing and outreach effectiveness by **15%**.

PROJECT MANAGER, ALEWA, Kathmandu, Nepal **January 2020 - May 2023**

- Led ALEWA Traders' **integration with Daraz**, managing store setup, product listings, logistics, and compliance.
- Developed an e-commerce roadmap, optimizing product listings, order fulfillment, and supply chain integration.
- Optimized inventory management, preventing stockouts and improving order fulfillment efficiency.
- Developed KPI dashboards to track sales, inventory, and fulfillment performance, enhancing data-driven decision-making.

BUSINESS ANALYST, ICICI Bank, Nasik, India **August 2017 – December 2019**

- Collaborated on CRM content strategy with the marketing team, documenting requirements & driving project initiatives.
- Tracked, extracted, and interpreted customer data using **Excel**, **SQL**, and **Python** to report customer behaviors.
- Ensured data integrity across global systems during the product change cycle, working in an agile environment.
- Developed risk mitigation strategies, resulting in a **20% reduction** in credit default rates.

RELEVANT CERTIFICATIONS

Project Management Professional (PMP) Certification, <i>PMI</i>	March 2025
Google Project Management Professional Certificate, <i>Coursera</i>	February 2025
Program Management Foundations, <i>LinkedIn Learning</i>	December 2024
Certificate in Business Analytics, <i>San Jose State University</i>	December 2024

PROJECT EXPERIENCE

- Global Suicide Rate Analysis (R):** Used AI/ML to analyze socio-economic factors influencing suicide rates.
- Retail Sales Dashboard (Tableau):** Built interactive dashboards for sales, customer, and product insights.
- E-Commerce Analytics (Excel):** Optimized pricing, logistics, inventory, forecasting, and sales analysis for cost efficiency.
- Littlefield Technologies Simulation:** Maximized cash flow via production, inventory, and contract optimization.
- COVID-19 Forecasting (R):** Analyzed COVID-19 trends using decomposition, smoothing, and regression models.
- Beta Management Case (Excel):** Evaluated portfolio risk and returns of California REIT and Brown Group.

LEADERSHIP EXPERIENCE

- Non-Profit Organization:** Coordinated and managed events for ISO, organizing multiple campus-wide events.
- Entrepreneurial Expansion:** Successfully expanded family business, opening 2 stores within 2 years.
- Graduate Student Assistant:** Worked as a Student Assistant for Professional and Global Education at SJSU.
- Event Management Specialist:** Orchestrated social and corporate events from concept to execution.
- Agewell Foundation:** Raised \$10,000 to support senior healthcare and medical aid.