

SHILPA NARENDRA AGRAWAL

San Jose, California | +1-402-805-1247 | agrawalshilpa857@gmail.com | [linkedin.com/in/agrawalshilpa/](https://www.linkedin.com/in/agrawalshilpa/)

SUMMARY

MBA graduate student with PMP certification and 5+ years of experience in streamlining processes and leading strategic initiatives. Skilled in project execution, stakeholder communication, and process optimization. Committed to driving results through effective leadership, cross-functional collaboration, and data-informed strategies.

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

EXPERTISE AND TECHNICAL SKILLS

Professional Skills: Agile & Scrum methodologies, Strategic Planning, IT Infrastructure & Operations, Risk Management, Stakeholder Communication, Vendor & Contract Management, SDLC & DevOps Practices, Process Optimization, Budget & Cost Control, Quality Assurance, Change Management, Cross-Functional Team Leadership

Programming & Data Analysis: MySQL, Oracle, PostgreSQL, R, Python

CRM & BI: Tableau, Power BI, Google Analytics, Visio, HubSpot, Salesforce, Zoho CRM

Productivity & Collaboration Tools: JIRA, Asana, Figma, Trello, Notion, Smartsheet, Miro, Wrike, Confluence, Microsoft Office (Excel, Word, PowerPoint), Google Workspace, Zoom

WORK EXPERIENCE

IT Support Student Assistant, San Jose State University, San Jose, USA **August 2023 - Present**

- Supported IT infrastructure projects across networks and systems to improve uptime and efficiency.
- Facilitated software deployment processes across Windows/macOS, ensuring smooth rollouts and updates.
- Streamlined IT project workflows by centralizing project data, enhancing process visibility and team coordination.
- Collaborated with cross-functional units to simplify approval workflows, accelerating project turnaround times.

Program Coordinator, Mathnasium, San Jose, USA **June 2024 – August 2024**

- Strengthened partnerships with local schools and communities, increasing enrollment by 25%.
- Managed over 100 weekly inquiries, providing timely, high-quality support to students and families.
- Analyzed student trends and delivered data-driven recommendations, improving marketing effectiveness by 15%.

Project Manager, ALEWA, Kathmandu, Nepal **January 2020 - May 2023**

- Led ALEWA's transition to e-commerce by integrating with Daraz, managing store setup and compliance.
- Designed and implemented a product and logistics roadmap to streamline fulfillment and reduce delivery delays.
- Overhauled inventory management systems to prevent stockouts, enhancing supply chain responsiveness.
- Created cross-functional KPI dashboards to monitor performance, improving data transparency and decision-making.

Business Analyst, ICICI Bank, Nasik, India **August 2017 – December 2019**

- Collaborated with the marketing team to shape CRM strategies, documenting user needs and aligning project goals.
- Conducted customer behavior analysis using **Excel**, **SQL**, and **Python** to inform loan and product strategies.
- Ensured data accuracy across global systems to support smooth transitions and compliance.
- Developed credit risk mitigation strategies, contributing to a 20% drop in default rates.

RELEVANT CERTIFICATIONS

- Project Management Professional (PMP®) Certification, *PMI* **March 2025**
- Six Sigma Certification, *AIGPE™* **March 2025**
- Program Management Foundations, *LinkedIn Learning* **December 2024**
- Certificate in Business Analytics, *San Jose State University* **December 2024**

PROJECT EXPERIENCE

- E-Commerce Integration (Trello):** Managed Daraz–ALEWA integration, coordinating timelines, logistics, and teams.
- Retail Sales Dashboard (Tableau):** Built interactive dashboards for sales, customer, and product insights.
- E-Commerce Analytics (SQL):** Optimized pricing, logistics, inventory, forecasting, and sales analysis for cost efficiency.
- Littlefield Strategy (Simulation):** Coordinated project decisions on capacity and inventory to optimize operations.
- COVID-19 Forecasting (R):** Researched 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.
- Policy Trainer:** Trained 500+ new ICICI Bank employees on product knowledge, compliance norms, and legal policies.
- Agewell Foundation:** Raised \$10,000 to support senior healthcare and medical aid.
- Graduate Mentor:** Guided undergraduate students on academics, career preparation, and project planning.
- Event Management Specialist:** Orchestrated social and corporate events from concept to execution.