# RAGHAV SHARMA

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## PROFESSIONAL SUMMARY

Persevere and meticulous leader with strong communication skills, looking to progress career as a Business Analyst with experience in IT, Customer Service, Business, Sales, AI research, as well as academic sector, I am motivated to work in Internship roles in Data Engineer and Business Analyst roles.

## EDUCATION

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|---|---|---|
| **University of Iowa** | Iowa City, IA | December 2023 |
| **Master of Science in Business Analytics** | | |
| **Southeast Missouri State University** | Cape Girardeau, Missouri | December 2019 |
| **Master of Science in Applied Computer Science** | | GPA 3.80/4.0 |
| **Leeds Beckett University** | Leeds, England | September 2017 |
| **Bachelor of Science (Honors) Computing** | | GPA 3.83 /4.0 |
| **The British College** | Kathmandu, Nepal | August 2014 |
| **Foundation Program: Computer Information Technology** | | GPA 4.0/4.0 |

## TECHNICAL

**Programing Languages:** C#; C++ HTML/CSS; JAVA; MySQL; ORACLE SQL; UML Modelling, Tableau, Python
**Sales:** Technical Sales, PowerPoint Sales Presentations, Content Writing
**Additional Skills:** Artificial Intelligence Research; Database Administration; Microsoft Office, Salesforce

## EXPERIENCE

**Project Manager – IT/Energy at Yasoda Inc.**                          Jan 2021 - June 2022
- Planning, estimating, installation, procurement, and support of new IT projects.
- Managing resources for projects, such as computer equipment and employees
- Troubleshooting various IT related problems, Network troubleshooting and application troubleshooting.
- Procurement and maintenance of IT as well as energy infrastructures, training.

**Assistant General Manager / IT - Hyatt Place Chicago/Schaumburg**                          May 2020 - Jan 2021
- Everyday Operations Management managing a team of 20 plus staffs.
- Managing overall IT support and troubleshooting in the facility.
- Managing property improvement IT projects and training staffs.

**Graduate Assistant at the Southeast Missouri State University**                          Dec 2018 - Dec 2019
- Research and thesis on Common Sense in Artificial Intelligence.
- Manage Business program as well as Computer Science Department hosted open day events.
- Assist in remodeling and setup of Department Computer Science Lab, Department Newsletter Design.
- Syllabus Design for Online Pre-MBA self-guided course, Digital Measures Activity Insights Database Administrator.
- Support Department staffs and professors with administrative, research and academic assistance.

**Sales Engineer at The Real PBX**                          Nov 2016 - Nov 2017
- Client Interaction and communication to analyze system requirement.
- Deliver proper quote as per the client requirement and negotiate deal with the client.
- Product Sales, registration, delivery, activation as well as customer service, customer retention, technical demo and installation.
- Handle call, chats, and email inquiries of clients as well as update and maintain customer record database.
- Assist employee hiring and training process, work in team to achieve the company sales target.

**Campus Engagement at Southeast Missouri State University**                          Aug 2018 - Dec 2019
- Student Ambassador for Office of Admissions, member at Model United Nation Club.
- Committee Member Nepalese Student Association, Food Committee Chair International Student Association.