

Namita Deshpande

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EDUCATION

Bachelors of Science in Management Information Systems (MIS), Minor in Computer Science

San Jose State University, San Jose CA - Current (Aug 2019 - May 2023)

Cumulative GPA: 3.92

- **Relevant Coursework:** Data Structures and Algorithms, Systems Analysis and Design, Networking and Data Communications, Statistics, Database Management Systems, Managerial Accounting, Fund of MIS
- **Technical skills:** Excel, Salesforce, SQL, Java, Python, Adobe Analytics, Tableau, Agile

WORK EXPERIENCE

Customer Feedback Analytics Intern

June 2021 - August 2021

Hewlett Packard Enterprise, San Jose CA

- Analyzed customer feedback from users of support portals by engaging with product managers to determine trends and opportunities improving customer engagement
- Proposed enhancements in customer feedback process by implementation of a closed loop cycle increasing customer satisfaction impact by over 10%

Salesforce Lab Instructional Student Assistant

August 2020 - Present

San Jose State University, San Jose CA

- Assist 200+ students in completing lab manuals using Salesforce Technology to build a web-based database application using object relations
- Provide technical support and help troubleshoot on labs improving student performance over 50%

Braven Fellow - Project Manager

August 2020 - December 2020

Braven Accelerator - San Jose State University, San Jose CA

- Managed a five member team to de a solution towards increasing diversity in the workplace while utilizing the design thinking process
- Developed critical skills for success such as collaboration, effective communication, and problem solving

PROJECTS

Adobe Analytics Challenge

September 2020

- Visualized Nike data and provided insights to the company through utilizing Adobe Analytics platform
- Researched areas of growth through focusing on Key Performance Indicators to evaluate user engagement, customer retention, and competitor product markets

PWC Case Challenge Competition

November 2020

- Collaborated in a four member team to interpret and identify trends in financial reports of textile company
- Provided recommendations to improve company's sustainability profile by analyzing potential growth opportunities

LEADERSHIP ACTIVITIES

Management Information Systems Association (MISA) - San Jose, CA

December 2019 - Present

VP of Technology / Webmaster

- Rebuilding organization's website with enhancing features such as member dashboard and blog posts increasing member engagement over 40%
- Designing innovative solutions and optimizing UX design for members on website

Society of Women Engineers (SWE) - San Jose, CA

September 2020 - May 2021

SWE ++ Committee Member

- Created curriculum for middle school students with MIT app Inventor, Scratch, and Java