

NEERAJ CHANDRA PENUMAKA

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Passionate and highly motivated Management Information Systems undergraduate student with hands-on experience in creating User Stories, System Analysis and knowledge of Organizational Behavior blending both Technical and Business skills in a dynamic technology environment.

EDUCATION:

California State University, San Jose, CA

Graduating

B.S in Management Information Systems

May 2026

- Relevant Coursework: Introduction to Marketing, System Analysis & Design, Database Management Systems (SQL), Networking & Data Communications, Fundamentals of Management & Organizational Behavior.

SKILLS / CERTIFICATIONS:

- Languages: Scratch, C, JAVA, Python, SQL
- Databases/Big Data Technologies: Oracle
- Operating Systems: MacOS, Windows
- Tools: MS Office – Word, Excel, & PowerPoint, Jira, Agile Methodologies, Lucid chart, Canva
- Coursera Certificates: [Excel Skills for Business: Essentials](#) & [Introduction to Tableau](#)
- LinkedIn Learning Certificates: [Business Analysis: Essential Tools and Techniques](#), [Building and Mapping User Stories](#), [Cert Prep: Scrum Master](#), & [Master Confident Presentations](#)

WORK EXPERIENCE:

FirstForce Technologies, Irvine CA - Business Analyst Intern

Jun 2024 - Sep 2024

- Worked closely with the various Business & IT stakeholders to identify, gather & document the requirements & Business process flows for ongoing E- Commerce Project, a Food Delivery Application for residents of UK.
- Created User Stories on Microsoft Excel for Figma design screens created by UI/UX team.
- Joined weekly Sync Up Calls with Business stakeholders and worked with IT team to accomplish and update discussed Action Items & User Stories.
- Presented User Stories in weekly Review meetings and share the approved ones for Development.

Aqua Adventure Waterpark, Fremont CA - Guest Service Member

Summer 2021 & 2022

- Performed assigned duties while interpreting and conveying information throughout the park.
- Led a junior team of 4 freshers. Primarily managing them in day-to-day tasks. Trained some of my co-workers in workstations I had experience in and made sure they understood what they were expected to do.
- Managed both opening and closing shifts efficiently by resolving customer concerns tactfully in a timely manner
- Completed all point-of-sale transactions accurately and in a timely manner.
- Reported transactions accurately such as cash, coupon, credit card, and complimentary sales.

ACTIVITIES:

Management Information Systems Association, SJSU - Member

Feb 2024 - Present

- Attending weekly meetings and networking with the board and other members to create more long-term connections.
- Participating in various career events like mock-interviews, resume/CV sessions, and panels with professionals from industry.
- Gaining real-time experience of industry practices and behaviors and getting a better understanding of its functionalities.

PROJECTS:

Building a Retro Style Cafe's Online Order Management System

Aug 2024 - Dec 2024

- Conceived a solution to provide a local Retro-Style Cafe with an information system to create an online order management system that modernizes the cafe's usage of technology through a POS system that stores all information from finances to inventory in a database which analyzes customer patterns and is kept up to date
- Created a work breakdown structure, Gantt chart, network diagram, cost benefit analysis, and a mobile prototype for the information system