

# Prachi Patwa

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## EDUCATION

**Rutgers Business School, Newark** | *BS, Management Information Systems*

*May 2025*

- GPA: 3.5/4.0 | Dean's List | Cum Laude

## PROFESSIONAL EXPERIENCE

**Information Technology Team Lead** | *Rutgers, The State University of New Jersey | Newark, NJ*

*Sep 2024 – May 2025*

- Led strategic data-driven consulting initiative utilizing project management methodologies to redesign onboarding processes for 80+ consultants, leveraging performance analytics to increase satisfaction scores by 40% and optimize workflow processes
- Developed analytical dashboards and insight summaries that informed leadership strategy, reducing technical inquiries by 30%
- Implemented multi-factor authentication security protocols using data analytics to identify vulnerability patterns, eliminating 100% of phishing attempts and achieving 90% user adoption of cybersecurity best practices through targeted training analytics

**Information Technology Consultant**

*Aug 2022 – Sep 2024*

- Built SQL-based incident profiling models to identify recurring issues and improve data quality across ServiceNow; reduced resolution time by 35% through root cause analysis
- Deployed automated workflows integrating ServiceNow and Excel dashboards, processing 1,000+ tickets monthly while increasing SLA compliance visibility by 15%

**Information Technology Analyst Intern** | *New Jersey Transit | Newark, NJ*

*Jun 2024 – Aug 2024*

- Streamlined system development workflows through data-driven security analytics, implementing automated monitoring protocols across 200+ devices, resulting in zero security breaches during the internship period
- Conducted exploratory data analysis to evaluate product performance metrics, providing actionable insights that reduced product incident volume by 10%
- Supported product lifecycle management across 500+ devices; defined requirements and monitored real-time KPIs to improve feature deployment quality

## LEADERSHIP & COMMUNITY INVOLVEMENT

**Vice President** | *Girls Who Code*

*May 2024 – May 2025*

- Increased student participation in computer science on the Newark campus by 40% by facilitating 12+ workshops for 400+ students using data analysis, survey design, and focus groups to measure participation trends and inform inclusive programming and peer mentorship initiatives

**Vice President** | *India Student Association*

*May 2024 – May 2025*

- Managed data-driven event strategy; optimized outreach, achieving 1,000+ attendee registrations to execute 20+ campus-wide events, and measurable community impact recognized by the Dean of Students

**Social Media Chair** | *Management Information Systems Association*

*May 2024 – May 2025*

- Applied analytics to evaluate event engagement data and optimize outreach strategy, achieving a 40% increase in participation across diverse student demographics

**Honor Council Member** | *Community Standards and Student Development*

*May 2023 – May 2025*

- Judged 40+ cases involving student code of conduct violations through comprehensive evidence examination and facilitated productive group deliberations, promoting fair outcomes and reducing appeals by 15%

## AWARDS

**Rutgers University, Newark** | *Legacy Leader Award*

*May 2025*

**Rutgers University, Newark** | *Excellence in Leadership Award*

*April 2024*

## RELEVANT PROJECTS

**ServiceNow Operational Performance Dashboard** | *ServiceNow Performance Analytics | SQL | Excel*

*Jan 2025*

- Built a performance dashboard to track service response and satisfaction metrics, transforming operational data into actionable insights and improving decision-making efficiency
- Automated KPI monitoring for incident, problem, and request modules, improving data quality visibility across ITSM processes

**AI Impact Analysis & Data Visualization Project** | *HTML | CSS*

*Dec 2024*

- Led a cross-functional team of 4 in developing a 5-page website visualizing AI adoption trends across healthcare and finance sectors; translated raw data into business insights to inform strategic decisions
- Synthesized qualitative and quantitative data into a narrative dashboard showcasing consumer attitudes toward AI adoption — aligning analytical insights with business strategy

## TECHNICAL SKILLS

**Technical Tools:** SQL | Python | Tableau | Power BI | Excel (Pivot Tables, Power Query, Macros) | SPSS | Qualtrics | SurveyMonkey | PowerPoint | ServiceNow | HTML | CSS

**Functional Competencies:** Consumer Insights | Audience Research | Primary & Secondary Research | Survey Design | Data Interpretation | Quantitative & Qualitative Analysis | Viewership Metrics | Competitive Analysis | Content & Audience Analytics | Cross-Platform Reporting | Storytelling & Visualization | Presentation Development | Project Management | Trend Analysis | Collaboration & Stakeholder Engagement

**Languages Spoken:** English (Proficient), Gujarati (Native), Hindi (Native), Marathi (Native)