

# Alankrita Dua

www.alankritadua.com | LinkedIn: palankrita  
Toronto, Ontario, Canada  
p.alankrita@gmail.com

## EDUCATION

**RUTGERS BUSINESS SCHOOL**  
MASTERS IN INFORMATION  
TECHNOLOGY & ANALYTICS  
Dec 2017 | Newark, NJ  
GPA: 3.7

**MNIT JAIPUR**  
B.TECH IN INFORMATION  
TECHNOLOGY  
Jul 2013 | Jaipur, India

## SKILLS

Languages

- SQL • Python

Databases

- Oracle • MySQL

Tools

- MS Office Suite • Tableau

## CERTIFICATIONS

- Salesforce CPQ Specialist Certificate 20462418
- Salesforce Administrator Certificate 18300197
- Salesforce Service Cloud Consultant Certificate 18858303

## VOLUNTEERING

- Volunteer with NPS (National Parks Service) helping visitors at Golden Gate National Recreational Area
- CSR at Deloitte: Co-led volunteering to clean Guadalupe River Park for Deloitte's Impact Day

## EXPERIENCE

### DELOITTE

Senior Consultant

TORONTO, CA  
Sep 2018 - Present

- Product owner for a healthcare client to automate identification of Oral Grievances, leveraging machine learning and IT, improving case resolution time for customer grievances from 144 to 72 hours
- Led Salesforce Service Cloud implementation to launch customer support console for 450 agents of a skin-care firm to reduce call handling time. Also launched 2 new support channels, live agent and web to case, shifting 12% of case volume from phone calls to these channels in the first week of launch
- Delivered a customized customer support platform for a leading bay area tech company (~1T market cap) to align support processes. This involved coordinating over 7 third-party integrations and migrating 1M records
- Defined the vision and product road map for a leading Japanese media/gaming company to consolidate customer experience orgs across Europe, Asia and N. America
- As a product lead, managed the redesign of partnership management process for a leading pharma firm. Delivered an app as source of truth for all partnership data
- Led UX and engineering team to build Salesforce powered Emergency Needs Portal to crowdsource donations for COVID-19 first responders and emergency homeless shelter. In 4 months of launch, San Diego community donated 350K critical items with market value of 500K USD. Gained public applause on LinkedIn

### SATEC GLOBAL

Regional Sales Manager

SAN FRANCISCO, CA  
Mar 2018 - Aug 2018

<https://www.overleaf.com/project/597a3a90b394d57a100eb366>

- Provided strategic guidance for marketing priorities to deliver operational results and increase sales growth via collecting and analyzing sales data
- Evaluated client demands, negotiated timelines and initiated the transition to using Salesforce for the sales management

### ACCENTURE

Senior Business Technology & Delivery Analyst

BANGALORE, INDIA  
Jul 2013 - Dec 2016

- Collaborated with clients to transform business requirements to technical ones
- Automated the activation of guest wireless service with strategy team in South Africa, reducing new user setup time
- Reduced spend for a leading electronics retailer, by designing workflow in HP Operations Orchestration, to automate periodic patching of Linux servers
- Awarded employee of the month for strategizing automation for banking client

### IIT BHU

Summer Intern

VARANASI, INDIA  
May 2012 - Jun 2012

- Implemented Exploratory Data Analysis to graphically summarize datasets