**Satwika Balakrishnan**

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EDUCATION

TEMPLE UNIVERSITY, The Fox School of Business, Philadelphia, PA Jun 2019

***Master of Science, IT Audit and Cyber Security***

* Recipient, Dean’s Specialized Master’s Scholarship, awarded Nov 2017
* Member, ISACA Philadelphia Chapter
* Completion of coursework leading to CISSP
* Recipient, Third place in ISACA Philadelphia Chapter 2018 Scholarship Competition
* Selected coursework - Network Security, IT Governance, Protection of Information Assets

COCHIN UNIVERSITY, Cochin, India May 2011

***Bachelor of Technology, Electronics and Communication Engineering***

* Organized career orientation sessions and hosted employers for on-campus recruitment events as a member of Career Development and Placement team
* Collaborated with engineers from Larsen and Toubro to develop a Controller Module for Audio Processing and Radio Signaling during a six months internship program at Larsen and Toubro

EXPERIENCE

TEMPLE UNIVERSITY, Philadelphia, PA Aug 2018

**Intern Security Analyst, Information Security**

* Perform security assessments on university wide servers and web applications
* Provide remediation of vulnerability assessments with Nexpose and IBM AppScan

ACCENTURE SOLUTIONS PVT LIMITED, Bangalore, India Nov 2014 – Jul 2017

**Application Development Senior Analyst**

* Analyzed user requirements and created Management Financial Reporting (MFR) Tool to generate over 300 finance reports, helping Accenture leadership in effective strategic planning and decision making
* Prepared training documents and provided SQL server training and mentoring for 8 junior team members
* Educated Application Support Team regarding production issues and resolved them within the SLA, accomplishing 100% Customer Satisfaction Index (CSI)
* Chaired Bibliophile, a book club and conducted book exchange events and other auxiliary events

INFOSYS LIMITED, Trivandrum, India Jun 2011 – Oct 2014

**Senior Systems Engineer**

* Worked in a team of 12 members and built a decision support model for a major water supply company; helped raise Customer Satisfaction Index (CSI) by over 30% from previous year
* Designed and developed data warehouse and a new data refresh mechanism for a German media company to reduce application downtime of company from 5 hours to zero during every data refresh activity
* Organized cultural events throughout the year as part of cultural club for over 4,000 employees at Infosys

ADDITIONAL

* Microsoft Certified Technology Specialist in SQL Server, Business Intelligence Development
* Microsoft Certification in Querying Microsoft SQL Server 2012
* Won Bravo Award and Excellence Award at Infosys Limited for outstanding performance
* Volunteered to teach 200 students from three underprivileged schools resulting in 100% pass percentage

SQL Server, Nexpose, IBM AppScan, SSIS, SSRS, VB Macro, SAP Business Objects Data Services, TFS

English - fluent | Hindi – fluent | Malayalam - fluent