Shivani Naik
community.mis.temple.edu/snaik

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104 Eaton Drive | North Wales | PA | 19454   *215.896.5681*/shivaninaik1214@gmail.com

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: December 2021
Major: Management Information Systems | Minor: Finance

SELECTED COURSES:
Data Analytics, Data-Centric Application, Web Service Programming, User Experience Design, Lead Global Digital Projects, Cloud Architecture

ACTIVITIES AND AWARDS:
- Member, Association for Management Information Systems, 2020 – present
- Teaching Assistant: Digital World 2020, College of Engineering, 2020 – present
- Student Worker: Dean's Suite, College of Engineering, 2020-2021

INFORMATION SYSTEMS PROJECTS:
- Analyzed requirements and implemented a technology asset management solution to track assets and inventory via Webcheckout.
- Developed a way to utilize Webcheckout to reserve workstations for student use as a solution to COVID-19 social distancing guidelines.
- Served as team lead for analysis and distribution of Schwab Leads (Charles Schwab) to entire sales team via Salesforce and The Advisor Lab.

INFORMATION TECHNOLOGY SKILLS:
Software Development:	Visual Studio.NET
Web Development:	HTML and JavaScript
Database Management:	MySQL, NoSQL, Relius
Project Management:	Microsoft Office, Salesforce, JIRA, Trello, Agile

EXPERIENCE: Temple University, Philadelphia, PA   January 2020-present
IT Student Worker: Special Projects Team
- Assist Senior Director of Technology and Operations with specialized projects.
- Track tickets via BMC Remedy IT Service Management.
- Manage asset tracking software (Webcheckout) and develop new ways to implement software in future and current projects.
- Manage IT Zoom Help Desk as a response to remote learning.
- Provide technical support for faculty and students.

PCS Retirement, LLC., Philadelphia PA   May 2019-August 2019
Business Analyst Intern
- Provided technical and development support to employees within different departments of the company.
- Assisted with project and ticket tracking via Salesforce.
- Managed bug fixes and work requests on Salesforce and presented solutions to developers to implement changes.

SKILLS & LANGUAGES:
- Guajarati– fluent
- Hindi– fluent