

Swaetha Krishnan

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CERTIFICATIONS

- Certified Lean Six Sigma Black Belt, American Society for Quality (ASQ)
- Certified Supply Chain Professional (CSCP) APICS
- Certified Associate in Project Management (CAPM), PMI
- Certified Scrum Master (CSM), Scrum Alliance

SKILLS

Business Skills: Operations, Six Sigma, Supply Chain, Strategy, Vendor & Project Management, Agile, Customer Experience

Data Analysis: Statistics, VBA, Advanced Excel, Microsoft Access, Tableau, SQL, Minitab

Project Management Tools: Oracle Projects, Oracle Primavera, Microsoft Projects, Smartsheet

PROFESSIONAL EXPERIENCE

Six Sigma Analyst | Business Operations, Cisco Systems, India *Feb 2019 - Nov 2019*

- Streamlined customer service operations of \$5.3M providing subscription services (WebEx, Spark) serving 3000+ customers.
- Slashed backlog case count by 50% within 2 months by performing root cause analysis, analyzing areas of poor performance of vendors and collaborating with cross-functional teams from China, India and US to devise customized hands-on training.
- Reduced incoming case volume by 30% by analyzing data & strategizing with cross-functional teams to identify recurring issues.
- Verified improvement in Cycle Time Attainment (CTA) by 40%, reduction in First Response Time by 60%, increase in survey response from 4%-10% and improvement in Customer Satisfaction (CSAT) score from 33 to 90 through Hypothesis Testing

Project Specialist | Customer Experience (CX) Project Management, Cisco Systems, India *Aug 2018 - Dec 2019*

- Managed multiple EMEAR projects worth \$1M as Project Manager by liaising with Sales, engineers & customers
- Renewed subscription contract worth \$1.2M for 3 years for a major bank of Dubai by proactively monitoring their network, identifying best suitable releases and improving software compliance from 0% to 70%
- Improved compliance by 70% by auditing project closure of 50+ projects & by creating Standard Operating Procedures (SOP)
- Reduced PM effort by 30% in a project with multiple technologies and partners by optimizing governance using Smartsheet
- Forecasted revenue & cost with Oracle Projects and created Work Breakdown Structure (WBS) using Oracle Primavera

Supply Chain Intern, GlaxoSmithKline Consumer Healthcare (GSK), India *Apr 2017 - May 2017*

- Optimized inventory for 1000+ SKU-Depot combinations by devising Days of Inventory (DOI) & reduced DOI by 20 days
- Optimized Safety Stock with dynamic customer service levels with ABC-FMS & Coefficient of Variance (CV) at SKU-Depot level
- Identified low Production frequency, high MAPE & absence of RDC in Western India for high DOI through root cause analysis
- Showcased 3.1 million GBP reduction in working capital and was offered Pre-Placement Interview (PPI) based on performance

Operational Excellence Analyst, Cognizant Technology Solutions, India *Nov 2012 - May 2016*

- Served as SPOC for standardizing process and automating reports using VBA. Implemented budget allocation tracking system for 100+ Vertical-Accounts. Tracked \$3M by extracting data from SQL and reduced manual work from 1.5 weeks to 1 day
- Reduced effort by 40% by automating dashboard for Project Managers to identify resources by availability, experience & skillset
- Developed legal search engine using C# and managed a team during project's testing phase following Agile methodology
- Promoted twice through roles of Programmer Analyst Trainee, Programmer Analyst and Operational Excellence Analyst in 3.5 years. Awarded with "Outstanding contribution within Quality Engineering & Assurance" horizontal

OTHER EXPERIENCE

Operational Analytics Project, Kellogg's, Chicago *Aug 2020 - Present*

- Optimized operational decisions, identified areas of continuous improvement & created dashboard with Tableau for Logistics.

Teaching Assistant, University of Illinois at Chicago (UIC), Chicago *Feb 2020 - Present*

- Lectured Operations Management class for 70+ students. Assisted online transition and course preparation for 1000+ students.

EDUCATION

Master of Science, Supply Chain and Operations Management **Expected:** Dec 2020
University of Illinois at Chicago (UIC), Illinois **GPA: 4.0/4.0**

- Awarded Teaching Assistantship with 70% tuition fee waiver during Spring, Summer & Fall 2020 semester.

Master of Business Administration, Operations *Jun 2016 - Mar 2018*
Symbiosis Institute of Business Management - Pune (SIBM-P), India **GPA: 7.67/10**

- Co-authored Research Paper – "Technological Impact of Supply Chain on Firms' Financial Performance", ISSN 2347-3177.
- Collaborated with team to achieve winner/national finalist status in 7 inter-college business school case study competitions.
- Published Supply Chain articles in Tier 1 university journals in India. [Portfolio link](https://bit.ly/2CYcFR9) -> <https://bit.ly/2CYcFR9>.

Bachelor of Engineering, Electrical and Electronics *Sep 2008 - Apr 2012*
Anna University, India **GPA: 7.72/10**