SUMITRA MURALI

SUMMARY

Process oriented and dependable IT professional looking for a Business Analyst/Data Reporting Analyst/PMO position. Over 12+ years of experience in technology. Experienced in managing information systems, data analysis and reporting, documentation, process improvement, training, mentoring, trouble shooting and resolving issues, and customer support. Seeking to leverage my PMO experience and technical expertise in Excel and MS SQL Server to guide business decisions.

SUMMARY OF QUALIFICATIONS

- Data analysis and reporting, documentation, process improvement, Sharepoint site management
- Customer service and customer service technology support and troubleshooting/resolving issues
- PMO Experience
- Mentoring, training, and leadership skills
- Strong communication skills and ability to effectively communicate concepts both verbally and in writing
- Strong commitment to maintaining deadlines - willing to take extra steps to meet deadlines
- Interpersonal skills
- Strong work ethics and adaptable to situations
- Detail oriented with strong mathematical skills,reasoning skills, and creative problem solving skills
- Strong project work skills
- Technical writings skills – prepare training documentations, presentations, and guides
- Strong organizational skills.
- Positive, team-centered approach and attitude
- Proficiency in SQL — Updates, Data Extracts, Stored Procedures, Jobs
- Familiar with Agile methodology concepts, Scrum framework, and JIRA tools - Stories, Epic, Sprint
- Extremely proficient in MS Excel, PowerPoint, MS Outlook, and MS Word
- Working knowledge of MS Visio, MS Access, and Tableau

TECHNICAL SKILLS

- MS SQL Server
- MS Excel
- MS Word
- PowerPoint

- MS Visio
- MS Access
- Tableau - Tableau Fundamentals Certified

WORK EXPERIENCE

East Aurora School District 131 – Aurora, IL
Student Information System (SIS) Specialist (Jan 2015 - Jun 2021)

- 6+ Years of experience with managing the Student Information System (SIS) (Infinite Campus) providing application support including configuring, testing, debugging, and monitoring of application performance while managing the parameters of the applications
- State Reporting: Coordinate activities related to mandated state reporting, federal reporting, and data uploads.
- Research and analyze application interface and enhancement issues.
- Assist in optimizing student information systems performance and performs database maintenance of district information systems.
- Assist with integrating student information systems with adjunct applications/systems.
- Gather, manage, and respond accurately and timely to data requests from other departments and provide data support and analytical functions within the district.
- Ensure district information systems' availability to its stakeholders
- Coordinate with different departments/personnel as needed to gather and manage data for preparing required reports
- Extract data from the district Student Information System as well as the State Student Information System for preparing reports
- Troubleshoot all level problems or user issues within the SIS application and collaborate with the SIS System Manager, SIS team members, and external software vendor's technical support staff to resolve the problems
- Set up report cards/progress reports for schools and troubleshoot issues related to those from users.
- Consult and collaborate with other departments as well as ISBE (Illinois State Board of Education's) personnel and SIS vendor
- Train the district staff in using Student Information System and help with developing training documents, guides, videos, and presentations
- Analyze and audit SIS data periodically to ensure accuracy

Achievements:

- Significantly enhanced the quality in the state data reporting of the important enrollment parameters and student data (Kinder FTE's, Century 21 data, Freshman on Track, Adjusted cohort data, etc) which helped improve quality of the report card data, fall count data, and the funding for the district.
  - The entire class of full day kindergarteners close to 1000 students reported incorrectly as half day were rectified in the state data system
  - 21st century program -- This data was never reported and was updated to be reported when I took over the role

- Freshman on Track -- Incorrectly reported as 2% earlier was corrected to 68% in my first year on this role
- Adjusted cohort data which affects the graduation rates and data were audited several times to improve accuracy of the data reported to the state
- New and unexpected data demands from the state with regards to many parameters (Early childhood, homeless, special education, attendance, prenatal data, etc.) for which the SIS vendor was not ready with updates or patches within the required state deadlines were taken care of with my ingenuity and data reporting skills
- Discovered and investigated the discrepancy in the Gradebook set up, escalated and resolved the issue, and helped streamline the gradebook set up process for the district.
- Streamlined the bilingual data entry process to enhance bilingual data quality and to align with state reporting standards by configuring the system set up and training of the required data entry personnel.
- Helped improve the quality of attendance data reporting by identifying the issue with the system set up and helped with rectifying it.
- Helped with streamlining the enrollment data entry process with consistent procedures
- Helped with streamlining the mid year promotions process in collaboration with the high school admins

Accenture Technology Solutions – Chicago, IL

PMO Analyst (Oct 2007 - Sep 2010)

- Assist with the execution of activities within the PMO team and provide effective management support to project teams
- Design and maintain Project Metrics to monitor and report performance
- Proactively identify and manage issue, risk, and action items on programs/projects – advise team on the development of risk management and issue management plans
- Help with the work planning, work planning support and troubleshooting, and with process improvement tasks
- Develop, design, and establish reporting standards and templates for PMO, and develop the frameworks and standards for Program and Project Management
- Assist with the on-boarding/roll off activities for the project team members
- Respond to and help resolve technical inquiries from team members
- Schedule and organize meetings, conferences and appointments
- Maintaining the team SharePoint site(s): grant access to new resources, update issue/other logs, update team calendar, add announcements, maintain contact list, and maintain folder structure
- Facilitate/arrange resources required for team meetings (room reservations, sending invites, update invites as needed, etc.)
- Record and compile minutes of meetings
- Create and maintain active directory distribution lists for the teams
- Co-ordinate team's monthly Brown Bag Sessions
- Maintaining and updating the team Organization chart, roll-on guide and PMO deliverables on the SharePoint

- Research particular issues and report findings and track development of continuing internal projects
- Build relationships and communicate with various internal departments to get information and join forces on projects
- Any other duties assigned to by the PMO consultant / team leads / leadership team
- Make use of MS Project, MS Excel, MS Outlook, Visio, MS Access and other programs as needed to efficiently perform the PMO duties

Prior to Accenture, I worked in Banking Sector and I also have Technical writing and Copyediting experience

EDUCATION & CERTIFICATION

- **MS (Chemisry)** (**Graduated as a Valedictorian with GPA 4.0**)
  (Delhi University, New Delhi, India)
  (Credentials evaluated by ECE, Wisconsin)

- **Diploma in Software Technology (MS Word, MS Excel, C++, FoxPro, HTML, JavaScript, etc.)**
  (NSIC Technical Services Centre, New Delhi, India)

- **Java Training Program**
  Accenture
  (Core Java, JUnit Testing, SQL, Oracle, Effective Business Communication, Application Testing)

- **Tableau Fundamentals Certification**
  Tableau Software

WORK STATUS
US Citizen and authorized to work in this country (USA) for any employer.