Tanishka Shorey

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MBA & MS MIS graduate with 3 years of work experience in the field of Customer Success, Project and Product Management. Analytical, solution-oriented professional adept at applying engineering and product design principles to produce solutions with specific needs and make informed judgements of impact.

Skills

Technical: Tableau | Power BI | SQL | PL/SQL | Python | R | MS Excel | Figma | Scrum | JIRA | Monday.com | Miro
Management: Project | Product | Customer Success | Product Adoption | Business Strategy | Design Thinking

Work Experience

Project Manager Intern | Cisco, San Jose, California   May'23-Aug'23
- Researched and reorganized project details in the inter Wiki page to address long-term opportunities that impact the Security Business Group
- Developed a project plan to remediate the Y2K38 problem that affects software that use a 32-bit representation of time for the security products to achieve 100% compliance status
- Increased operational efficiency by designing a streamlined plan for Duo's pilot in Cisco's Bug Bounty Program

Product Manager | Aerchain, Bengaluru, India   Jan'22-Jul'22
- Drove product roadmap for Aerchain's B2B SaaS procurement tool and release planning through deep customer empathy, data analysis and cross-functional collaboration
- Improved product adoption by over 50% through user research, A/B testing and building trusted relations with clients
- Defined product strategy and vision by aligning business goals with customer needs through requirement gathering sessions
- Reduced product defects by over 50% through implementing health metrics, gathering user feedback, and data-driven prioritization

IT Project Manager | Societe Generale GSC, Bengaluru, India   Jul'19-Jan'22
- Improved the total time to resolution (TTR) of service tickets by 50% by modeling automated workflows for client applications
- Achieved an increase in operational efficiency by 30% by developing dashboards in Tableau for success metrics & performance KPIs
- Collaborated as a project manager with agile teams of 15 Global Technology Support members providing end-to-end cloud infrastructure solutions
- Chaired an obsolescence management project administering strategies increasing cloud security compliance from 20% to 88%

Projects

MBA Consulting | Tucson Electric Power
- Designed a resource management model that increases operational efficiency for a team of 200+ employees
- Analyzed the current project management & governance model and recommended improvement such as training them on Monday.com

Data Management | Eller College of Management
- Modeled and built a relational database with 17 tables using MySQL for an online pet e-commerce store
- Developed a frontend application with functionalities like pet vaccination tracker and vendor management system

Business Communication | Eller College of Management
- Pitched a new product by conducting market research and applying design thinking principles for an online pet e-commerce store
- Analyzed the financials and market segments of Chewy and recommended a 5- year growth plan

Education & Certifications

MBA | University of Arizona, Eller College of Management, Tucson, Arizona   Aug'22-May'24
- CGPA: 3.91/4
- Courses Taken: Business Strategy, Managerial Accounting, Behavioral Finance, Marketing
- Director of Diversity, Equity, and Inclusion of MBA Student Association
- Member of Eller College Faculty Governance Committee on Diversity, Equity, and Inclusion

MS in MIS | University of Arizona, Eller College of Management, Tucson, Arizona   Aug'22-May'24
- CGPA: 3.91/4
- Courses Taken: Database Management, Information Security Risk Management, System Analysis and Design

B.Tech in Computer Science Engineering | Vellore Institute of Technology, Vellore, India   Aug'15-May'19
- CGPA: 3.98/4
- City Director of NGO called Becoming I Foundation
- ERASMUS+ Scholarship student for semester abroad program in Europe

Cisco Design Thinking Practitioner | Cisco   Jul'23
Certified Scrum Product Owner Certification | Scrum Alliance   Jun'22
Microsoft Certified: Azure Fundamentals | Microsoft   Jun'21