Harshita Sharma

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# EDUCATION

## Executive Ph.D. in Information Technology GPA: 3.87

University of the Cumberlands, KY, USA

## Master of Science in Data Analytics  GPA: 3.97

Clark University, Worcester, MA, USA

# SUMMARY

Driven Data Professional with over 3+ years of experience in data analysis, process optimization, AI, and business intelligence, delivering innovative solutions that enhanced operational efficiency by 30% in agile environments while improving client satisfaction by 25%. Expertise in Prompt Engineering, designing LLM-based solutions for entity extraction and automation using Azure OpenAI. Experienced educator and mentor with a robust academic background, committed to empowering teams and organizations through data-driven decision-making and advanced technology integration.

# TECHNICAL SKILLS

**Programming Languages:** Python, R, SQL, DAX, HTML5

**Data Visualization Tools:** MS PowerBI, Tableau, Looker, QlikView, SAS, Splunk, MS Excel, Reporting & Analysis

**Database Management:** MS SQL, MySQL, Oracle, RDBMS

**Python Libraries:** NumPy, Pandas, Matplotlib, SciPy, Scikit-Learn

**Generative AI & Prompt Engineering**: Azure OpenAI, Prompt Design & Optimization, Large Language Models (LLMs), AI-Powered Automation, Entity Extraction, Document Retrieval, AI-Driven Q&A Systems

**Core Skills:** Business analysis,Data Modeling, Business Intelligence, Process Improvement, Client Relationship Management, Project Management, Agile/Waterfall Methodologies, Reporting, Critical Thinking, Azure DevOps, ETL, Jira, Zendesk, MS-PowerPoint, SDLC, Requirement Elicitation & Analysis (BRD, FRD), Use Case & User Story Development
**Cloud Platforms:** Microsoft Azure, Azure OpenAI, Azure AI Playground, Azure ML Studio, Azure Data Factory

# PROFESSIONAL EXPERIENCE

**Crayon Software Experts LLC.,** Texas, USA – **Technical Business Analyst** Oct 2021 – Jan 2025

**Agile Project Management & Process Optimization**

* Documented user stories, workflows, and functional requirements, translating customer needs into clear business process documentation to support SKU requests, configuration, and software implementations.
* Led Agile sprints and conducted requirements gathering, backlog grooming, and gap analysis using Azure DevOps & JIRA, identifying misalignments between current and desired system states and improving team efficiency by 30% through structured backlog management, sprint planning, and cross-functional stakeholder collaboration.
* Collaborated with cross-functional teams across IT and business operations to align 98% of project objectives, supporting SKU creation and change processes, and reducing project delivery time by 20% while maintaining Agile methodologies.
* Implemented a user acceptance testing (UAT) and quality assurance (QA) environment, enhancing business systems stability by 25%, reducing deployment errors by 40%, and driving process improvisation.
* Automated IT operations workflows in Zendesk to improve SKU intake request handling and response times during global cross-continental migration, enhancing ticket resolution by 30%.

**Data Analytics & Business Intelligence**

* Optimized SQL-based Power BI report, shifting heavy DAX calculations to databases, reducing load times from 10 minutes to 3 seconds, and improving business analysis, SKU data visibility, client satisfaction, and operational efficiency.
* Led Extract, Transform, Load (ETL) processes, transitioning reporting from QlikView to Power BI, improving data visualization, and ensuring product and pricing data accuracy by 60%.
* Developed automated reporting solutions in Power BI using SQL queries, Azure Data Factory, and Microsoft Excel, enabling real-time analysis of Quote-to-Cash operations and financial performance.

**Software Development & Cloud Platforms**

* Managed the end-to-end website development lifecycle on Wix, aligning project plans with Agile methodologies and delivering solutions two weeks ahead of schedule with 100% client satisfaction, supporting internal tools for product operations.
* Conducted manual testing for a multi-page web application, ensuring functionality, usability, and responsiveness across workflows. Utilized Azure DevOps to track test cases, document results, and provide detailed evidence and screenshots for UAT validation and issue resolution.
* Collaborated with the development team to ensure seamless integration of UAT feedback into the CI/CD pipeline for efficient issue resolution and deployment.
* [Published blogs](https://www.crayon.com/us/resources/blogs/5-ways-microsoft-365-copilot-transforms-the-way-we-work/) and educational materials on emerging technologies like Microsoft 365 Copilot, educating teams and clients on AI-driven workplace transformation.

 **Generative AI & Prompt Engineering**

* Designed and implemented Large Language Models (LLMs) for legal document entity extraction using Azure ML, achieving 90 %+ accuracy by optimizing prompts, temperature, and Top-P settings in Azure AI Playground.
* Engineered domain-specific prompts for a legal firm, processing hundreds of legal documents stored in Azure Directory, fine-tuning prompt parameters in Azure OpenAI to optimize entity extraction.
* Created context-aware AI prompts for a medical speech-to-text solution, ensuring accurate categorization of psychiatric transcripts into 80+ diagnostic headings, enhancing structured medical documentation with 97% accuracy.
* Designed AI-powered document retrieval and Q&A systems for a legal firm, enabling accurate entity extraction and citation-based responses from large legal document repositories, achieving 96% precision.
* Built conversational AI and entity extraction prompts for an accidental insurance company, optimizing structured AI-driven interactions and entity mapping, delivering 96% accuracy in claims processing.

**Clark University,** Worcester - **Part-Time Professor (Cyber Security)**  Jan 2024 - Present

* Developed tailored lesson plans for an advanced cybersecurity curriculum, directly enhancing student engagement levels; feedback indicated an increase from average ratings of 3.5 to over 4.8 out of 5 on course evaluations after implementation.
* Introduced hands-on labs and simulations to offer practical experience in cybersecurity tools and techniques, bridging the theory-application gap and leading to a 40% increase in student performance.
* Collaborated with five industry experts to update course materials, integrating advanced practices such as AI-driven threat detection and enhanced encryption methodologies, resulting in a 30% improvement in course engagement.
* Designed and facilitated interactive classroom activities simulating real-world cybersecurity challenges, enhancing students' critical thinking and client negotiation skills, and managing stress under tight deadlines, preparing them for high-pressure industry scenarios.

# CERTIFICATIONS

* IBM: Getting Started with Cloud for the Enterprise
* Microsoft Certified: Azure AI Fundamentals

# ACHIEVEMENTS

* Organizing and Part of SPS Sports League: Clark University 2022
* Alpha Epsilon Lambda Member of Alpha Omicron Chapter: Clark University 2021
* Outstanding Performance in the MSDA Program: Clark University 2021
* Won Interdepartmental Sports Competition: SRM University 2015

# PhD DISSERTATION

* My Ph.D. dissertation provides insight into how AI impacts healthcare professionals' trust and adoption of AI neuroimaging tools for detecting neurological diseases at early stages. Implementing AI in clinical environments continues to face challenges due to algorithmic bias, transparency problems, regulatory limitations, and professional skepticism. My dissertation focuses on quantitatively evaluating how artificial intelligence (AI) enhances healthcare professionals’ trust in AI-powered neuroimaging techniques to improve early detection and diagnostic accuracy of neurological disorders, including Alzheimer’s Disease (AD) and Parkinson’s Disease (PD). Early detection is critical to initiating timely interventions, but traditional neuroimaging often fails to identify early-stage abnormalities.