

Shivani Gortekar

100 Font Blvd | San Francisco, CA 94132 | Cell: (510) 579-7686 | Email: shivani.gortekar@gmail.com

Highlights: Self-Starter, Collaborator, Passionate to develop strategy and manage programs with 3 years of experience in Project Management, Product Development, Business Consultancy & Customer Service.

Education

M.B.A. | Information Systems and Decision Sciences

San Francisco State University, USA | Jan 2016 – May 2018 (anticipated graduation)

GPA: 3.85 on a scale of 4

B. Tech. | Metallurgy and Material Science Engineering

College of Engineering Pune- University of Pune, India | June 2009 – May 2013

GPA: 7.7 on a scale of 10

Work Experience

Resident Services Assistant at Residential Life –San Francisco State University

San Francisco, USA | Aug 2016 – Present

- Responsible for daily operations of Residence Hall's front desk by providing quality Customer Service.
- Create welcoming & significant impact on customer experience by strategic thinking & decision making
- Record detail information by using tools- MS Word, Excel, PowerPoint, Access, and Google Docs.

Assistant Manager at Raymond Engineering Business – JK Files (India) Ltd.

Chiplun, India | Jul 2014 – Nov 2015

- Managed multiple projects in productivity enhancement & technology infusion at Modernization dept.
- Honed leadership skills as a sole owner of strategy project with effective Project Management skills.

Graduate Engineer Trainee at Raymond Engineering Business – JK Files (India) Ltd.

Thane, India | Jul 2013 – Jun 2014

- Designed & implemented a pathway of New Product Development by using tools- Advanced Product Quality Planning, Production Part Approval Process, Gantt chart, PERT and Critical Path Method.
- Analyzed market, competitive environment, and customer requirements to define Product's Strategy.
- Worked in a Cross-Functional team of Engineering, Sales & Marketing, Branding and Supply Chain.
- Practiced proficiency in verbal, written, & interpersonal skills with non-technical and technical people.

Voluntary Experience at Non-Profit Organization

Worked as MBA Advisor at Centro Community Partners

Oakland, USA | Sept 2016 – Dec 2016

- Provided Business Consultancy to launch entrepreneur's start-up business.
- Analyzed business ideas, conducted market research and performed analytical analysis to drive trend.
- Designed business model and delivered business advising on Strategy, Planning and Problem Solving.
- Accomplished deliverables- Business development plan, Financial forecast and Business presentation.
- Awarded for successful completion of Advisor Training Program.

Modernization Projects

- Cost Saving Project: Established production line in a manufactory by judicious resource management.
- Process Quality Improvement: Analyzed customer complaints by finding faults & provided solutions.
- Process Design: Researched & implemented a new process for addressing product's required color.
- Quality Systems Improvement: Provided training to the users to use the digital lab equipment.

MBA Projects

- Performed data analysis using Business Intelligence tools & prepared tracking Information System.
- Developed marketing strategy & marketing programs for Chipotle Mexican Grill Inc. in SF bay area.
- Presented business development plan for international expansion of Chipotle Mexican Grill Inc.
- Presented a study & economic analysis on the great smartphone war between Apple Inc. & Samsung.

Leadership Experience

- Event Head in MindSpark 2011: Organized a technical event 'On the Etch' for Metallurgists in India.
- Mentor in Grad Mentorship Program of Women in Business Association at CoB, SF State University.