

EDUCATION DETAILS

- 2020-2021, D.B.A. (Doctorate in Business Administration, Major: Business Analytics and Accounting Information Systems), Jacksonville University, FL, USA
- 2015, M.B.A. (Business Major in Finance and Accounting), Jacksonville University, FL, USA (GPA:4.0)
- 2003, M.C.A. (Master of Computer Applications) at Sardar Patel University, India (GPA:3.5)
- 2000, B.Sc. (Computer Science) at Sardar Patel University, India (GPA:3.0)

EXPERIENCE SUMMARY

- Ten plus years of experience in IT industry and business process management in Education, airlines, banking and logistics domain
- Exposure to Business process analysis and gathering and defining requirements for business process automation projects
- Strong skills on client engagement, leadership, organizing events, supervision, presentation

WORK EXPERIENCE

January 2016 -Ongoing

Jacksonville University, Jacksonville, FL

Resource Professor For Management & Education Technology

- As a professor I teach 6 credits (usually two courses) per semester at the undergraduate level Business Analytics base courses (Managing Dashboards in Business Processes using technological tools) as well as Accounting Information System.
- Function as a consultant to faculty and staff in the integration of technology into their teaching, learning and research.
- Develop and conduct workshops and instructional materials for delivery to individual faculty and small groups/university staff.
- Use advanced web design techniques and applications to develop teaching and learning modules.
- Find solutions to learning problems and help apply and implement appropriate technology related tools.
- Administer and maintain educational technology environments.
- Participate in ongoing research and training in new technologies.
- Remain professionally active and contribute to developments in educational technology.
- Assemble materials with an awareness to intellectual property rights.
- Serve on various committees like Research committees, Technology Knowledge Transfer committees as appropriate.
- Responsible for assisting faculties and students on technology projects, Microsoft office (Word, Excel, PowerPoint, Access, and Visio) related tasks on university portals.
- Provide IT support to all the staff and professors regarding IT issues, university internet and Wi-Fi setups and installation of hardware/software

January 2015 - December 2015

Jacksonville University, Jacksonville, FL

As Graduate Tech Assistant/Student IT Technician

- Assistantship created the opportunity to work with students, and faculties in a business and college setting
- Responsible for assisting faculties and students on technology projects, Microsoft office (Word, Excel, PowerPoint, Access, and Visio) related tasks on university portals.
- Responsible for tablets like iPad/Surface Pro setup, video recording and editing, virtual classes and learning, demonstrating and teaching new technologies to students and professors.
- Working as a teaching assistant and provided support in grading, tutoring, technical support under assigned professors.
- Provide IT support to all the student, staff and professors regarding IT issues, university internet and Wi-Fi setups and installation of hardware/software
- Responsible for imaging operating systems using Ghost, deployments for the new PCs/Mac.

September 2015 - December 2015

Interline Brands Inc., Jacksonville, FL

Product Data Analyst (Intern)

ARPITA JADAV
Email:ajadav@ju.edu

- Provided support for data quality improvement projects with data analysis across various media (web, catalog, flyers).
- Provided interaction with various departments including Merchandising, Marketing, ecommerce and Operations.
- Perform data collection, data analysis and reporting of key measurements
- Assist in the development of process mapping, standard operating procedures and work instructions
- Assist with analyzing and developing innovative new and/or existing process changes
- Manage Excel spreadsheets for data analysis to support various projects
- Ability to maintain confidentiality of all business information including processes

Projects Worked in University

**Jacksonville University, Jacksonville, FL &
Virginia International University, Fairfax, VA**

- Prepared financial statements and analysis report for firm's performance
- Developed and maintained complex excel based financial models using pivot tables, vlookup, and formulas to measure and analyze financial and operational information
- Prepared Market Needs Report for products (The report was chosen by professor to display as an example in upcoming semesters)
- Participated in research projects for globalization, financial data and prepared research reports
- Created Queries, Reports, Forms, Website Pages for given data using MS-Access
- Participated in Communication Management project and presented a paper as well as presentation on Walt Disney Inc.

July 2014

Virginia International University, Fairfax, VA

As Library Assistant

- Assigned librarian job for a short term project of books management
- Interaction with students and school staff regarding books availability and ESL books
- Managing library catalogue on regular basis and based on the same provided support in management of book shelves with books based on LC Call numbers.
- Responsible for preparing library documents and presentations using MS Office Suite

May 2011 – Apr 2014

Accelya Kale Solutions Ltd, India

As Senior Technical Writer

- Managed interaction with clients and gathered product requirements and prepare requirement documents and HLD (High Level Design) documents
- Managed and delivered user guides, product information guides, operational guides, installation guides, business requirement documents, training presentations, Training Workbooks, WBTs, and CBTs

As a Business Analyst

- Involved in process discovery and process design of airline software functionalities
- Involved in capturing and finalizing business requirements
- Prepared Business Process diagrams and UML diagrams
- Provided support in application setup and demonstrations setup
- Converse with clients for the customer related data and provide support in uploading the required data in the application

As Product Trainer and Tester

- Managed and conducted training and demonstrations pertaining to airline product, business process and application functionalities to clients and new employees.
- Provided technical guidance to the development team regarding the product
- Performed manual testing for the newly developed products or functionalities

July 2010 – Apr 2011

Samyak InfoTech Ltd, India

As Software Technical Writer and Business Analyst

- Managed and delivered business documents, project plan, design documents, test plans, CBTs for logistics activities as well as client and employee performance reports.
- Involved in process discovery and process design for various logistic customers and was responsible for functional testing using manual test cases and reports.

Feb 2009 – Mar 2010

Kumon Centre for Learning, KS, USA

- Supported as an assistant in teaching Math & Reading from Junior to Higher Secondary Levels.

Mar 2006 – Feb 2007

Kale Consultants Limited, India

As a Software Technical Writer and Business Process Analyst

- Conducted training and presentation on business process involved in the application for the employees and clients
- Delivered improvement in customer services for new business customers
- Prepared instruction manuals as well as guides for end user and technical staff

As a Quality Assurance Executive

- Performed manual and automated testing using WAPT, Win Runner for airline backend software.

Mar 2005 – Oct 2005

Virmati Software & Technologies Limited, India

- Prepared manuals and technical documents for banking software with processes like Foreign Exchange, Loan Schemes, as well as Investment Banking.
- Managed testing of banking software processes with appropriate test case format.

Nov 2003 – July 2004

Motif InfoTech Limited, India

- Managed business processes for client applications and provided support for client queries using e-mail facility.
- Have presented seminars and trainings to client as well as employees.

HONORS & AWARDS

- Beta Gamma Sigma Society Secretary for Jacksonville University Chapter
- Beta Gamma Sigma Society Member
- Phi Kappa Phi Honor Society Secretary for Jacksonville University Chapter
- Phi Kappa Phi Honor Society Member
- Brumos Circle of Excellence (BCOE) Member
- Davis School of Business, Jacksonville University Technology Graduate Assistant Scholarship
- SAS Certifications on Data Analytics, SAS University, North Carolina, USA
- Achieved Gold Medal for Third Year in Bachelor of Computer Science, Sardar Patel University, India
- Achieved Employee of the Month in Accelya Kale, India
- Achieved awards for Programming Contest, Quiz Contest, Web Designing Contest
- Attended Certificate Course of Communication Skills having duration of eight weeks
- Achieved Software Quality Testing Certification from ACT institute, Pune, India
- Participated in Paper Presentation, Industrial Visits for studying Sales, Management & IT department processes during academic sessions

SKILLS

- **Business Analytics Tools** – SAS, Power BI, Tableau, MiniTab
- **Research Tools:** SPSS, SAS, Minitab, MiniTab Express, EndNote
- **Write-up Tools:** MS-Office, MS-Visio, RoboHelp, Adobe Frame maker, FrontPage, HTML, SnagIt, Camtasia Studio, Adobe Captivate, Adobe Professional Premium, Final Cut Pro, Front Page Express
- **Testing Tools:** Test Director, Win Runner, Load Runner
- **Operating System:** DOS, Windows
- **Database Systems:** FoxPro, Oracle, MS-SQL, MS-Access
- **Languages:** English, Hindi, Gujarati

VOLUNTEER WORK

- As library assistant, as assistant in student orientations and other events in Virginia International University, Fairfax, VA. Member and officer of Business Club and IT Club in the Virginia International University, Fairfax, VA.
- Activity assistant in The Rose Estates Assisted Living, Overland Park, KS.

ARPITA JADAV
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REFERENCES

- Dr. Angela M. Mattia, Assistant Professor of Decision Sciences & Information Management, Beta Gamma Sigma Chapter Advisor, Jacksonville University, FL, Email: amattia@ju.edu
- Mr. Leon Hamilton, IT Coordinator, Jacksonville University, Jacksonville, FL, Phone – (904)-256-7200
- Mr. Shaughnessy, Interline Brands Inc, 701 San Marco Blvd, Jacksonville, FL. Phone – (904) – 421-1400