

# SHWETHA HARIHARAN



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## ENTERPRISING and CREATIVE ANALYST

Ambitious and analytical ex-Amazonian with proven capabilities in operations and internal consulting. Enjoy equipping teams and firms with growth plans and creating impactful executive summaries from data sets. Available for Summer 2019 Internship.

**Expertise** Human Capital Management, Start-Up Resourcefulness, Unit Economics Mindset, Efficiency & Improvement Solutions

**Programming** SQL, VBA, R, Python

**Visualizations** Excel, PowerPoint, ModeAnalytics, ggplot2, ProModel

**Languages** English (Native), French (Fluent), Tamil (Native)

## EDUCATION

### University of California- Los Angeles, Anderson School of Management

Los Angeles, CA

M.S. Business Analytics

Oct 2018 – Dec 2019

Coursework: Python, R Programming, Database Management, Machine Learning, Prescriptive Models

Projects: City of LA Datathon sponsored by Accenture

Awards: UCLA Academic Merit Fellowship

### University of Michigan- Ann Arbor, School of Engineering

Ann Arbor, MI

B.S.E. Industrial and Operations Engineering & Program in Sustainable Engineering

Sept 2012 – Apr 2016

Coursework: Database Processing, Operations Research & Optimization, Corporate Finance, Statistics, Simulations

Awards: Dean's List 2015-2016, University Honors 2015-2016

## EXPERIENCE

### ALTO PHARMACY - Pharmacy-Technology Series B Startup

San Francisco, CA

#### Quality Improvement Analyst

Sept 2017 – Sept 2018

- Managed Alto's incident reporting program using SQL via ModeAnalytics by identifying trends on operational incidents, auditing process improvements, and setting aggressive quality KPIs; decreased rate of operational incidents by 30%
- Partnered with Head of Operations and Head of Customer Care to create Excel VBA capacity planning models for San Francisco and future expansion sites; increased SF site's employee utilization by 25%
- Queried extensively in SQL to analyze patterns in patient demographics, disease conditions, and California Rx market; provided quantitative and qualitative solutions to sales team on how to maximize revenue and enable customer growth

### AMAZON.COM - Customer Returns Fulfillment Site

Hebron, KY

#### Area Manager

July 2016 – June 2017

- Oversaw productivity and quality performances of 120 direct reports through continuous engagement and coaching
- Increased Customer Returns department's productivity by 30% and reduced quality errors by 45% throughout the 2016/2017 Amazon Peak Season by leveraging support with other Area Managers, partnering with HR to gain people support, and improving adherence to scheduling and attendance
- Conducted analysis on return yield and concessions, and implemented a \$600K year-to-date savings action plan

### UNIVERSITY OF MICHIGAN HEALTHCARE SYSTEM - Surgical Unit at U of M Hospital

Ann Arbor, MI

#### Healthcare Consultant

Jan – Apr 2016

- Budgeted a 32-bed inpatient unit's nurse staff subject to healthcare standards and patient needs for the 2016 fiscal year
- Increased nurse-hours per patient by 25% in compliance with budget and patient care standards

### L'OREAL USA - Professional Products Fulfillment Site

Streetsboro, OH

#### Engineering Co-op

Jan – June 2015

- Created a fleet management algorithm and worked on a labor-volume management tool using VBA, culminating in year-to-date savings of \$350K

## ADDITIONAL

- Volunteered at a rehabilitation center and several mentorship programs during high school and at University of Michigan
- Aspiring yogi and worked at a Yoga & Pilates studio in San Francisco to obtain a teaching certification