Isha Pawar

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Education

Bachelor of Science | University of South Carolina - Aiken – Aiken, SC
Major**: Applied Computer Science** Minor**: Communications**

Bachelor of Science **|** Vidyalankar Institute of Technology - Mumbai, IN
Major**: Applied Computer Science**

Technical Diploma (Associate Degree) | Vidyalankar Polytechnic - Mumbai, IN
Major**: Information Technology**

Work Experience

1. **Statistical and Research Analyst III - USCA, Aiken, SC (07/2024– Present)**
Responsible for development, compilation, and reporting of institutional information and data sets for external constituencies, including IPEDS, SC Commission on Higher Ed, SACSCOC, US News & World Report, publisher surveys, and other entities as assigned by the Director. Responsible for verifying all data submitted to CHE and other entities for accuracy. Interpret data requests, analyse requirements, and write computer programs to access data management information reports. Working with large databases in a PC, oracle, and SQL environment to gather specific and accurate data. Regularly update the office website with regular reports to inform campus constituencies. Provide training on usage of website reports, as needed.

2. **Technical Lead, Data Analyst- Insurance Masters LLC - North Augusta, SC (05/2023 – 06/2024)**
Specialized in conducting in-depth analysis of complex datasets to extract valuable insights and trends. My proficiency in SQL and Excel allowed me to preprocess data, ensuring its integrity and accuracy for accurate analysis. Created comprehensive reports and effectively communicate analytical findings to stakeholders from diverse backgrounds. Identifying key business opportunities and optimize operational processes. Worked on continuous improvement, staying updated with the latest analytical techniques, and ensuring that all data privacy regulations are strictly adhered to, guaranteeing the confidentiality and security of sensitive information**.**

3. **Database and Web Developer, Changing the Present – Aiken, SC (03/2023 – 07/2023)**
I worked as an Intern in Database and Web Development at Changing the Present. I developed and tested code for web-based applications, assisting with troubleshooting tasks to uncover issues within software, and shadowing developers to learn key details about job duties and tasks. I developed user interfaces with modern JavaScript frameworks, HTML5, and CSS3. My suggestions for feature improvements were well received by the development team for use in applications. My exceptional analytical, troubleshooting, and problem-solving skills have been an asset to the team.

4. **Security Operations Centre Analyst, USCA, Aiken, SC (08/2022 – 12/2022)**
Worked with Cisco Meraki, Microsoft 365 Defender, and Microsoft Azure software to perform tasks such as event analysis, incident response, incident reporting, vulnerability assessment, threat modelling, risk assessment, network security monitoring, and security research. I conducted bi-monthly security audits with Mandiant to identify vulnerabilities and perform risk analyses to identify appropriate security countermeasures. My contributions helped improve the overall security posture of the organization.

5. **Student Technician, USCA Help Desk- Aiken, SC (08/2022 – 12/2022)**
Provided IT support to non-technical internal users through desk-side support services. I responded to support requests from end-users and walked individuals through basic troubleshooting tasks. My excellent communication skills and customer-oriented approach helped me resolve issues quickly and efficiently.

6. **Software Developer, NovaTech – Aiken, SC (08/2021 to 05/2022)**
    Played a key role in testing, debugging, operating, and maintaining developed systems. I developed and tested integrated software algorithms and data processing systems. My strong problem-solving skills and technical expertise helped me handle troubleshooting and provide technical support to the entire team for computer operations. My contributions to the team helped ensure the successful delivery of multiple projects.

7. **IT Intern and Support Engineer, Godrej Properties – Mumbai, IN (08/2017 to 03/2018)**
    During my tenure, I developed and tested a Handset reimbursement application using JavaScript. I also provided documentation on start-up, shut down, and first-level troubleshooting of technical processes to support desk staff. I performed tests of functionality, security, and performance of different workstations and devices, which helped improve the overall system efficiency.

Additional Work

1. **Global Ambassador, USCA – Aiken, SC (08/2022 – 12/2022)**
    Served as a guide and resource to prospective, and newly admitted international students. Providing a welcoming and helpful atmosphere to individuals from a wide range of cultural and language backgrounds.

2. **Assistant Event Manager, Vidyalankar Polytechnic – Mumbai, MH (11/2017 to 01/2018)**
    Assisted in event management for Verve - Annual College Fest. Handled communications and correspondence between staff and multiple student groups. Prepared and organised daily timetables and reports for practice sessions.

Accomplishments:

- Successfully led a team of 3 in developing a Mobile Handset Reimbursement App for Godrej Properties.
- Achieved 10.0/10.0 CGPA (4.0 GPA) in Bachelor of Science at Vidyalankar Polytechnic - Mumbai, IN, earning a scholarship to study at USC Aiken.
- Collaborated with a team of 3 in the development of Flavor Plant Simulation Software for NovaTech, contributing to its successful implementation.
- Made valuable contributions in supporting the Cancer Aid Society in spreading awareness and raising funds for cancer patients, making a meaningful impact in the community.

Affiliations

- Institute of Electrical and Electronics Engineers (IEEE)
- IEEE- Women in Engineering Society
- IEEE- Computer Society
- Cancer Aid Society
- CMCA (Children's Movement for Civic Awareness)

Certifications

- Microsoft Excel Hands-on Workshop by IEEE- VSIT Branch, 09/2020 – 10/2020
- Introduction to Augmented Reality hands-on workshop by IEEE- VSIT Branch, 09/2020
- Successfully completed Python 3.4.3 Spoken Tutorial Test by IIT Bombay, 12/2020
- Completed Blender Software Training - Project by IIT Bombay, 4/2021
- Becoming a ZOHO CRM Admin by The Workflow Academy, 06/2023
- Project Management for Development by IDBx, 12/2023
- Complete IBM Cognos Analytics 12.0.0 Cloud Training Course, 06/2024
- Microsoft Excel: Business Intelligence w/ Power Query & DAX, 07/2024
- Microsoft Excel: Pivot Tables, Power Query, Power Pivot/DAX, 07/2024