

Rikin Shah, MS, CSM, SAP

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SKILLS

Functional: Agile, ITSM, Scrum, JIRA, Microsoft Suite, Slack, Service Now, Confluence, Azure ADO, Salesforce, Analytics.

Technical: AWS Cloud Architecture & Operations, SAP BW HANA, BODS, Datasphere, Signavio, BTP, PLSQL, SQL Server, SSRS, Spark, Hadoop, ETL / ELT Tools, Data Warehousing, R, Matlab, Python, VBA, Databricks, Vite, Next JS, CSS, GitHub, PowerBi, Tableau, Figma.

PROFESSIONAL EXPERIENCE

Arizona State University, Polytechnic, Mesa

February 2024 - Present

Teaching Assistant - Python, Java

- Orchestrated feedback management for 90 students, ensuring precise and timely completion of Python and Java assignments, achieving a 97% completion rate. Analyzed student performance using quantitative analytics tools, resulting in a 20% enhancement in overall academic achievement.
- Facilitated student empowerment through active engagement in Java development projects and technical discussions, leading to a 30% boost in participation and collaborative efforts.

Deloitte Consulting India Pvt Ltd (Offices of US) - India, Mumbai.

January 2021 - December 2023

Business Technology Analyst / Product Owner

- Championed Agile and SAFe practices by guiding an 8-member SAP delivery team through 12 sprints, conducting daily stand-ups, prioritizing sprint backlogs, and removing impediments, resulting in a 15% lift in delivery velocity and project transparency.
- Developed and managed scalable ETL processes handling over 3.2 million records using SAP BODS and Datasphere, applying Jira, Confluence, and Office 365 to create, manage, and document detailed user stories and project tasks according to roadmap priorities.
- Partnered with Scrum Master and Business Analysts to refine user stories, break down roadmap initiatives into actionable sprint deliverables, and facilitate collaboration between development and QA, to ensure all deliverables met the Definition of Done (DoD).
- Designed, implemented, and documented SAP BW/4HANA data models and Power BI dashboards, integrating CI/CD pipelines, SAP BTP, and Fiori solutions to support iterative digital transformation projects and continual process improvement.
- Fostered a collaborative, empowered team environment, supported release train activities, tracked burndown/velocity metrics, and maintained transparency with stakeholders, consistently improving workflow efficiency and alignment with business objectives.

Information Techserve Pvt.ltd - India, Mumbai.

May 2019 - May 2020

Intern - Technology Analyst

- Spearheaded the Android application "Foodmantic" project, leading cross-team coordination and Agile backlog management to deliver key features on schedule. Collaborated with stakeholders and end users to refine user stories, support UAT, and ensure requirements aligned with business needs.
- Utilization of Jira, Leading team for scrum activity to form complete end-to-end development.

Smart Kid Academy - www.smartkid.co.in - India, Mumbai.

August 2017- December 2023

Founder / Tutor

- Instructed over 200 students in chess and coding, utilizing advanced teaching methodologies to inspire and educate.
- Managed and led a team of six in development and tutoring roles, demonstrating strong leadership, project management, and organizational skills. Used Github, Slack for Project Management and development. Engineered and optimized the website infrastructure using SEO tools, Google Analytics, and Google Ads, resulting in a consistent traffic increase of 100+ active users weekly.

EDUCATION

Arizona State University, Ira A. Fulton Schools of Engineering, Mesa.

Jan 2024 - Dec 2025

Master's in information technology - Specialization (Project Management, Cloud Security)

GPA: 4.00/4.00

Mumbai University, Usha Pravin Gandhi college, India.

Nov 2020 - Aug 2022

Master's in science in Information Technology - Specialization (DBMS, ML, AI)

GPA: 9.88/10

Mumbai University, Usha Pravin Gandhi college, India.

July 2017 - Oct 2020

Bachelors in science and information technology

GPA: 8.75/10

CERTIFICATION

Scrum Alliance - Certified Scrum Master, AWS Academy - Cloud Architecting, Cloud Operations, Databricks Fundamentals, NIIT Institute, India - Core Java, Enterprise Java, Udemy - Bootstrap, SAP for Beginner's, MERN Stack Bootcamp, Leading Agile Teams with Jira.

RESEARCH & PROJECTS

Sentiment Analysis

June 2020 - June 2022

Conducted a rigorous evaluation of the algorithm's accuracy as part of a research paper published in the International Journal of Advance and Innovative Research (Volume 9, Issue 2(VI): April - June 2022). Implemented and utilized Python, Natural Language Processing (NLP) libraries like Pandas, Selenium, to fetch the CSV data and scrape on top of the Django framework to build applications.