

Sajid Amir

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Experienced IT professional with nine years in project management, web development, and data analytics. Adept at leading cross-functional teams, streamlining processes, and implementing IT solutions that drive organizational efficiency. Currently pursuing an MSE in Data Science at the University of Pennsylvania. Seeking to bring strong project leadership and strategic planning expertise to the IT Project Manager role at ISC.

Professional Experience

University of Pennsylvania – Philadelphia, PA

Global Data and Communications Manager | Global Support Services, Penn Global and Division of Finance..... (Dec 2021 – Present)

Develop and manage IT platforms, improving user experience and introducing new functionalities to streamline operations. Collaborate with internal and cross-departmental stakeholders to implement data-driven solutions and generate actionable insights for leadership. Clean and analyze large data sets pertaining to global activities from multiple sources, creating cross-channel reports that identify important trends for university leadership. Key achievements include:

- Lead redesign of internal CRM tool, increasing adoption, data integrity, and saving annual budget resources.
- Lead migration of GSS website and file storage solution to new platforms, greatly improving user experience.
- Developed an online Work Abroad Request service in collaboration with SMEs integrating automated document generation and live dashboards for streamlined operations.
- Implemented a Smartsheet-based taxation data solution, automating data cleaning and review workflows across different schools and centers.
- Designed a comprehensive Penn travel data model that combines data from different sources to deliver key metrics consistently through an interactive dashboard and can encourage Penn travelers to register their trips, enhancing travel safety and compliance.

SAP America Inc. – Remote, based out of Newtown Square, PA

Web Content Specialist | Contracted via Tag Communication Services, Inc (Jun 2017 – Dec 2021)

| Contracted via Yoh Services LLC
(Jun 2016 – Jun 2017)

Collaborated with cross-functional teams to create business requirements and perform acceptance testing for multiple micro-services and new features on SAP domains. Responsible for developing and revitalizing web pages containing technical resources for high-value SAP partners. Played a vital role in change management during platform upgrades, adopting new software solutions and sunsetting legacy systems.

- Introduced new micro-services, including “Activity Stream” and “Email Notification”. These new services measurably increased user engagement and other KPIs on SAP Community.
- Created thorough technical requirements during the adoption of GDPR (General Data and Protection Regulation) compliant data schemas and web functionalities.
- Produced and published technical product training videos and blog posts, becoming recognized as an SAP subject-matter-expert.
- Managed and operated SAP Partner newsletter, increasing subscribers by over 30%.

Gamification Core Team Intern | SAP America, Inc

..... (Jun 2015 – Jun 2016)

Assisted in designing, launching, and maintaining digital marketing campaigns to drive user behavior on SAP-owned websites using Gamification principles. Acted as official moderator on SAP Community Network, training and supporting new users and gathering user feedback.

- Collaborated to design and institute an “Expertise Scoring Model” to quantify user expertise in SAP-related topics.
- Conducted industry research and assisted in change management during the transition to an in-house SAP platform.

Education

University of Pennsylvania, School of Engineering and Applied Sciences - Philadelphia, PA

Master of Science and Engineering in Data Science

..... (expected 2026)

- Part-time student enrolled in the online program, balancing studies with full-time professional responsibilities.
- Completed courses:
 - Big Data Analytics (CIS 5450)
 - Machine Learning for Data Science (ESE 5410)
 - Statistics for Data Science (ESE 5420)

Elizabethtown College - Elizabethtown, PA

Bachelor of Science in Computer Engineering (ABET Accredited)

..... (2011 – 2015)

- Senior year project: “Musician Set-list App with Neural Network Implementation.”
- Achieved “Dean’s List Status” and elected as a member of Sigma Pi Sigma Honor Society during senior year.
- Studied abroad at the “Yunus Center”, Bangladesh to observe the impact of technology on micro-finance during junior year.
- Tutored multiple college-level Physics and Engineering courses
- Promoted to Student Catering Manager, executed over 400 events with highest service standards over four years
- Founded “No Boundaries Club” and was elected President of “International Club” during sophomore year.

Technical Skills and Competencies

Project Management & Collaboration	Smartsheets, JIRA, Github, Qualtrics, O365 tools, Agile methodologies, Change management,
Web & Software Development	Salesforce, Adobe Experience Manager, Drupal, C and JAVA programming, Graph CMS, HTML, CSS, and JSON formatting, WordPress, AnswerHub, JIVE.
Data Analytics	SQL, MS Power BI, SAP Data Warehouse, Tableau, Python, advanced Excel, data visualization tools.
Digital Marketing	Google Analytics, Adobe Omniture, SAP Web Analytics, Camtasia Studio
Engineering	MatLab, PSpice, SolidEdge, Logisim.