|  |
| --- |
| **Naveen Murali** |

(857)-339-8485 | murali.na@northeastern.edu | <https://www.linkedin.com/in/naveennnmurali/> | Boston, MA

# Education

## Northeastern University, Boston, MA Present - May. 2026

**Candidate for Master of Science in Engineering Management**

**Courses**: Operations Research, Probability and Statistics, Lean Applications, Project Management

## Visvesvaraya Technological University, Bangalore, India Jul. 2022

**Bachelor of Engineering in Electronics and Communications**

**Courses**: Microcontrollers, Computer Neural Networks, Digital Signal Processing, IoT and Machine Learning

**Honors**: Captain of University Soccer Team, Semi-Finalists, VTU tournament 2021

# Work Experience

## SaaS Implementation Consultant, Bizom, Bangalore, India  Oct. 2022 – Jul. 2024

* Spearheaded ERP digital transformation strategy and systems integration, driving **$10M** business revenue for CPG clients.
* Designed product roadmaps tailored to client business processes leading to **a 20%** increase in sales performance.
* Maintained a customer satisfaction rating of **97%**, through executive level customer success management by delivering strategic, supply chain solutions.
* Led UATs and quality assurance tests, increasing Bizom app adoption by **45%** and ensuring smooth software deployment.
* Improved **product performance by 35%**, by highlighting critical bugs to backend teams, increasing resolution cycles and optimizing app performance.

Project Management Intern, Transpace Technologies, Bangalore, India Jan. 2022 - Jun. 2022

* Increased delivery rate by **35%**, delivering products **worth $30K** to India's leading space research organization, through scope management and sprint planning.
* Formulated strategic initiatives to streamline product launch resulting in a **40% reduction** in test time and a reduced errorrate of **less than 1%.**

## Customer Success Management Intern, Shine Projects, Remote Oct. 2021 - Dec. 2021

* Spearheaded a 15% increase in online course enrollments, by developing sustainable customer success models.
* Organized **6 webinars** & workshops reaching out to over **350+ UG students** and professionals, improving customer reach and nurturing customer relationships.

# Skills & Certificates

**Management skills:** Agile, Scrum methodologies, Lean Six Sigma

**Programming Languages:** LINGO, C Programming, Python, Verilog

**Data Analytics:** MS Excel, Minitab, R programming

**Tools**: Jira, Kanban, MS Excel, Google Suite, Microsoft Suite

**Certifications:** Google: Agile Essentials**,** NVIDIA AI for All: From Basics to GenAI Practice

# Projects

NU Market: Marketplace exclusively for Northeastern Students Jan 2025 – Present

## NU Mart is expected to enhance campus connectivity by providing an intuitive and a 100% safe marketplace for student transactions, enabling only Northeastern students to buy, sell or loan any product.

## Navigating Volatility: A 24 Year Historical Analysis of Apple vs Samsung Stocks  Sep 2024 – Dec 2024

* Led a team of 6 to conduct a 24-year comparative analysis **of 6,000+ data points** on Apple vs Samsung stocks, quantifying risk-return trade-offs providing investors with **95% confidence** in findings.

Rain Prediction System using Machine Learning  Oct 2021 – Jun 2022

* Engineered an IoT- and wireless sensor-based agriculture platform with Firebase data monitoring and linear regression model achieving **95% accurate** rain predictions, boosting crop health by **25%**.