

## NEHA PAHWA

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### OBJECTIVE

To obtain full time position in the area of Human Computer Interaction. Available August, 2008.

### EDUCATION

#### Rochester Institute of Technology, Rochester, NY

M.S. Information Technology, May 2008

IT GPA - 3.6/4.0

#### JSS Academy of Technical Education (India)

B.Tech. Information Technology, May 2006

GPA - 3.7/4.0

### RELEVANT COURSEWORK & PROJECTS

- **Usability Engineering** – Knowledge of UE life cycle, design principles, heuristic evaluation, personas, scenarios, requirement & design analysis, conceptual design.
  - Created an innovative To Do List project in team. Also responsible for administering the usability test.
- **Usability Testing** – Prepared test plans, orientation script, pre- test and post-test questionnaire, debriefing, data collection methods, participant screener, informed consent form, and cost estimation report.
  - Usability testing was conducted on the RIT Online Learning Survey tool named Clipboard using Camtasia. Administered the usability test. Gave recommendations & calculated statistical results of the test.
- **User Centered Design Methods** – Knowledge of UCD methods including Participatory Design, Scenario-based design (SBD), Contextual Design (CD), Performance Centered Design (PCD), Learning Centered Design.
  - Redesign of Course Registration System of RIT using SBD Method.
  - Redesign of physical terminals found at grocery stores for payment processing, using Contextual Design.
- **Database Performance & Tuning** – Database monitoring, management and tuning of applications; compose efficient logical and physical database layouts; denormalization, clustering, and index structures of database.
- **Database** – Database backup (hot & cold) and recovery, Client/Server communication, Privileges, and Roles.
- **Data Warehouse** – DW architecture, data marts, dimensional modeling, star schema, ETL process, Data Cleansing and Implementation, SQL aggregation and Analytical functions, Data Mining, and DW security.
  - Created a data mart and performed cleansing and ETL process on it using the SAS tool.
- **SAP R/3 Version 4.7** - Hands on experience with work flow design
- **Process Mapping using Swim lane Diagrams & Data Flow Diagrams.**
- **IBM Business Modeler Advanced 6.0.2** – Designed workflows in Modeler, performed project for Ultrafab Inc.
- **Process Analysis & Workflow Design** – Designed workflow using R/3 workflow builder, DFDs & Swimlane.
- **Project Management** – Knowledge of Work Breakdown structure (WBS), network diagram, latest and earliest finish and start time, slack time, importance of leadership and team building.
  - Prepared a report on the \$400,000 project ‘Troup Street Playground Reconstruction’.
- **Inter Enterprise Computing** - Knowledge of B2C and C2C e commerce transactions, SET, SSL, DMZ, DRM, Versioning, Locking, Pricing, and Evaluation of Enterprise Level e-commerce package (ELECP).

### TECHNICAL SKILLS

**Software Applications:** Oracle, MS-OFFICE, MS Visio, IBM Business Modeler 6.0.2, Photoshop, and Illustrator

**Operating Systems:** Windows XP/9x/NT/2000, DOS

**Databases:** ORACLE 10g, Microsoft SQL Server 2005, Microsoft Access 2003, MySQL

**Languages Known:** C, C++, HTML, XHTML, CSS, Javascript, and SAS.

### WORK EXPERIENCE

#### Office of the Dean, GCCIS, RIT, Rochester, NY (Office Assistant)

June'07- Present

- Prepared reports, databases using MS Access. Also assist in organizing conferences and events.

#### Information Technology Open Lab, RIT, Rochester, NY (Lab Assistant)

Mar'07- Present

- Set up printers, computers, installation of new software. Assist students resolving their technical issues.

#### iGATE Global Solutions, India (Intern)

June'04–Aug'04

- Worked on the networking area of the company and prepared report on the Computer Hardware & Networking.

### ACTIVITIES

- Awarded with RIT Graduate Scholarship.
- Received 1st prize in Essay Writing Competition sponsored by Ministry of Forests and Natural Environment, Govt. of India 2000.
- Was adjudged first in the Paper Presentation held at ISTE Annual Convention 2003 & Techno Opus'03.