

Samin Saju

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Product and program professional for delivering enterprise platforms from strategy to launch. Partner with executives and engineers to ship secure, scalable solutions that drive adoption and operational efficiency.

PROFESSIONAL EXPERIENCE

Sr. Business Process Analyst - Enterprise Platforms

November 2022 - Present

Take-Two Interactive

New York, NY

- Own the backlog and delivery roadmap for multiple products in an enterprise workflow platform used by ~12,000 users, driving 30% fewer duplicate requests and 45% higher adoption through improved intake and governance.
- Delivered a custom-built, multi-org HR Case platform; led architecture and security design (data model, workflows, RBAC/ACLs) and drove execution to cut handling time 28% and deflect ~1,200 emails/month.
- Program-led a centralized Procurement process and platform integration across 4 pilot teams, replacing ad hoc purchasing paths; delivered ~\$300K annualized efficiency savings and improved compliance and auditability.
- Lead the Business Process function spanning Engagement and Business Solutions, coaching analysts and overseeing vendor developers; set delivery standards, review quality, and drive cross-functional alignment through execution.
- Drive cross-functional execution with business leaders and engineering by translating needs into delivery-ready requirements, improving on-time delivery from 65% to 90% across high-cadence releases and project-based launches.
- Program-led enterprise-wide rollouts of internal platforms (ServiceNow apps, OfficeSpace, Gemini enablement), establishing release readiness gates and rollout playbooks from design through launch.

Service Management Analyst

September 2021 - November 2022

GAF Materials Corporation

Parsippany, NJ

- Standardized ITSM operating rhythms and drove adoption of self-service portals, reducing phone/email support demand by 50%+ and lowering SLA breaches by 40% YoY.
- Built global performance dashboards and enforced KPI governance standards, eliminating 60% of metric disputes and increasing agent productivity by ~18%.
- Redesigned processes via workflow automation and tool integration, cutting ticket reassignments by 25% and reducing average handle time by 15%.

Information Technology Analyst

June 2019 - September 2021

Dow Chemical Company

Midland, MI

- Led a 12-person data quality program and variance analytics reviews, improving materials data accuracy by 92% and reducing close-cycle analysis time by 30%.
- Designed 6 end-to-end business workflows and optimized Power BI models, enabling 200+ users to self-serve insights and saving ~15 hours/week in processing.
- Directed reliability engineering for 90+ operational reports, coordinating fixes via change tickets and release planning to reduce recurring incidents by 35%.

SKILLS

Platforms and Tools: ServiceNow (ITSM/App Engine/HRSD), Jira, SAP; Celonis, Smartsheet, Monday, Miro, Google Workspace

Analytics & BI: Power BI, DAX (Data Analysis Expressions), Tableau; SQL

Delivery: Agile/Scrum, SDLC, KPI Governance, ITIL, Change Management, Vendor Management, Product Strategy

EDUCATION

Rutgers University

Expected May 2027 | Camden, NJ

Master of Business Administration (MBA)

Major GPA: 3.93/4.0

Rutgers University

May 2019 | New Brunswick, NJ

B.A. in Information Technology and Informatics

Major GPA: 4.0/4.0

B.A. in Human Resource Management

Major GPA: 4.0/4.0

Graduated Cum Laude; Dean's List