

RACHEL SONA ISWARY

linkedin.com/in/rachel-sona-iswary | riswary@umich.edu | +1 (734) 657-9621 | Ann Arbor, United States 48104

Strategy & Transformation | AI-First Operating Models | Agentic Workflows | Structured Problem Solving | Current & Future State Assessment | Change Management & Adoption | Executive Storylines & Communication | Agile Delivery | Cross-Functional Program Leadership

Education

University of Michigan - Ross School of Business <i>MBA: STEM Designated</i> - Emphases: Finance and Strategy - Leadership: Director of DEI at Net Impact Club GMAT: 98th percentile Awarded: Merit-based Scholarship	08/2025 - 05/2027 Ann Arbor, USA
Indian Institute of Technology (IIT) <i>Master of Science: Energy Engineering GPA 3.8/4.0</i>	08/2019 - 07/2021 Guwahati, India
Gauhati University <i>Bachelor of Technology: Electronics Engineering</i>	07/2013 - 08/2017 Guwahati, India

Experience

AMAZON <i>Strategy & Operations Manager Intern</i> - Reimagined site operating model through capital technology investment, assessing current state and building the business case that increased productivity by 50% - Built real-time staffing solution enabling 60 managers to optimize workforce planning across upstream/downstream lines handling 100K units daily, reducing labor costs by 15%	05/2026 - 08/2026 Dallas, USA
HSBC <i>Manager - Quantitative Analytics, ESG and Managed Solutions</i> - Designed agentic workflows on enterprise GenAI platform, reassigning repetitive analyst work to AI and cutting cycle time from 7 days to 15 minutes and annual cost by 40% - Led cross-functional team across 6 countries to design and scale new AI-driven ways of working, embedding change management that drove adoption and \$15M in reallocation decisions - Ran experiments on scoring models to test new operating approaches, scaling what worked into the standard process and delivering \$500K in annual savings - Directed neurodivergent internship program in partnership with non-profit to provide tailored career mentorship to 16 interns, and enabling 100% transition into full-time roles	10/2023 - 08/2025 Bangalore, India
HSBC <i>Analyst - Quantitative Analytics</i> - Built end-to-end storylines from portfolio and market data across \$15B+ AUM, delivering findings and recommendations to senior leadership and improving efficiency by 50% - Translated customer pain points into a large-scale screening and ranking system across 80K+ entities, leveraging AI to optimize decisioning workflows and reduce review cycles by 60%	09/2022 - 10/2023 Bangalore, India
TATA CONSULTANCY SERVICES <i>Software Engineer - Risk & Compliance Solutions (BFSI)</i> - Influenced senior management buy-in for enterprise cloud migration serving 100K users, accelerating platform enhancements and improving system stability by 35% - Owned real-time ETL workflows and REST API pipelines for operational resiliency portal, to monitor \$50B+ in financial assets and support 100+ banking professionals with 100% uptime in risk alerts	07/2021 - 09/2022 Hyderabad, India

Skills

- Strategy & Transformation:** Structured Problem Solving, Operating Model Design, Current & Future State Assessment, Experiment Design & Scaling, Change Management, Executive Communication, Program Management, Agile Sprints, Jira, Confluence
- Data & Analytics:** SQL, Python, Advanced Excel, VBA, Tableau, QuickSight, ETL & Data Mining, Bloomberg, FactSet, Morningstar
- AI/ML & Cloud:** LLMs & Agentic Development Tools (Kiro, Claude Code, Cursor, Lovable), Generative AI, AI Agents, Prompt Engineering, Hugging Face, GCP certified (BigQuery, Vertex AI), Azure
- Programming & Automation:** Python, SQL, VBA, REST APIs, API Integration & Data Flows, ETL Pipelines, Git/GitHub

Additional

- Travel & Outdoors:** Explored Himalayan trails across Northeast India before trading hiking boots for fins to snorkel reefs across Hawaii, Mexico and Puerto Rico; National Level Volleyball, District & State Silver Medalist
- Volunteering:** Tutored underprivileged students with DISHA (Non-Profit), later training professionals through HSBC's Corporate Sustainability Certification Program
- Community Impact:** Treasurer, Union of Evangelical Students of India; ran operations for the 2026 Believers in Business Conference in New York