

Rishika Ajay Tulsyan

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EDUCATION

New York University, School of Professional Studies, New York, NY

January 2024 - December 2025

Master of Science, Information Technology Project Management

GPA – 3.9 / 4

Birla Institute of Technology, Ranchi, India

May 2020 - May 2022

Master of Computer Applications

Symbiosis International University, Pune, India

June 2017 - October 2020

Bachelor of Computer Applications

EXPERIENCE

DsMenu – New York, NY (September 2025 – present)

Technical Operations Manager Intern

- Manage client support via **Zoho Desk**, Gmail, Twilio, and **ChatBot**; resolve billing issues using Stripe.
- Monitor operations across Jira, **Zoho Suite**, Stripe, and AWS to ensure platform reliability.
- Assist in Zoho migration project, supporting **CRM**, billing, and optimization initiatives.

Department of Economics, NYU Arts & Science (May 2024 - present)

Research Data Analyst

- Leveraged **Python**, **Pandas**, **NumPy**, and **Google Colab** to clean, analyze, and visualize large-scale research datasets, including studies on AI and human behavior.
- Designed interactive data visualizations and dashboards to present complex findings clearly to professors and research collaborators from institutions such as **UCLA** and **UC Berkeley**.
- Managed the operations of the lab like budgeting, maintaining website and organizing Conference on behalf of the Lab.

Go Sharp Technology, Bangalore (September 2022 – January 2024)

Web Developer

- Led a cross-functioning team as lead, completing it in 6 months, **50%** of the projected 12-month timeline.
- Built and maintained responsive web applications using **JavaScript**, **HTML**, and **CSS**, ensuring seamless user experiences.
- Worked closely with the marketing team to promote the App different websites which led to increase in **30%** more traffic.

Thinklayer Minds, Bangalore (Remote) (August 2021 - September 2022)

WordPress Developer

- Delivered **40+** websites in a year to clients across the globe increasing companies' yearly goal of 100 website to **50%** more.
- Enhanced backend performance by integrating APIs with PHP and JavaScript. Created from Users stories and research
- Integrated **customer feedback** in customizing the website according to their requirement increasing **customer satisfaction**.

CERTIFICATIONS

- **AI & Database:** Data Visualization and Data Management and Strategy - **Stern School of Business**
- **Research:** Conflict Management and Social and Behavioral Research - **CITI Program**
- **Project Management:** Pursuing Project Management Professional (PMP) – **Project Management Institute (Dec 2025)**

SKILLS

- **Programming:** Python, JavaScript, Node.js, Microsoft Project, AutoCAD, HTML, CSS, WordPress, Java, Microsoft office.
- **Data Analytics & Tools:** Tableau, Power BI, Panda, NumPy, Google Collab, ClickUp, Jira, Asana, Team management.
- **Project Management Skills:** Task Management, Risk Management, Agile Project Management, Decision making, Zoho.
- **Soft Skills:** Strong leadership, effective communicator, adept at cross-functional collaboration, Conflict resolution.

AWARDS

- Won Best Team of the year – **Thinklayer Minds** & Won Best Team Collaboration and Best Project – **Go sharp Technology**.
- Built a donation app during COVID-19; introduced computer learning in Indian government schools. – **Symbiosis**
- Hosted conference; represented Virtual Sapiens; built NYU faculty websites. – **New York University**