

## SANDEEP KOORSE

2849 Eastlake Ave E, Apt 432, Seattle, Washington 98102

(206) 390-7864

sandeep@kourse.com

### SUMMARY

Sandeep is a business analyst at the Bill & Melinda Gates Foundation. He has previously worked as a ColdFusion engineer for NASA, e-commerce advisor for IBM, business teacher in the US Peace Corps, and a customer relationship management consultant for Accenture. His blend of business process fundamentals and technical background is underscored by excellent communication skills and a passion for the community.

### EXPERIENCE

#### Bill & Melinda Gates Foundation

Seattle, WA; Jun 2008 – Present

*Business Analyst supporting IT projects requested by the foundation's grant-making and operational program areas*

- Analyzing/ documenting current business processes and recommending process improvements
- Develop the business, functional, and technical requirements needed to ensure that the technology solutions delivered meets the needs of the business
- Work with project managers, technical resources, and other stakeholders to scope and define projects

#### Accenture

Seattle, WA; Sep 2004 – May 2008

*Consultant specializing in Customer Relationship Management systems with a focus on Siebel*

- Executed projects for diverse clientele: project management for a large software company in Washington, large scale testing for a retail chain in California, data migration for a pharmaceutical firm in Pennsylvania, and end-to-end quality management implementation/training for a major telecommunications giant in Australia
- Drove requirement gathering sessions for complex existing systems and potential projects
- Coordinated volunteer activities for the Seattle Office including participation in the flagship Seattle Works Day event
- Collaborated with a team on training for new hires and introduced successful employee retention programs

#### United States Peace Corps

Nuku'alofa, Tonga; Feb 2002 – Jun 2004

*Business Diploma College Teacher in the Kingdom of Tonga, South Pacific*

- Taught business and computing to over 200 students as part of the New Zealand Diploma of Business Program
- Managed and performed troubleshooting on a network of 150 computers in Tonga's Wesleyan School District
- Developed and implemented children's computer camps, hardware maintenance workshops, educational software presentations, and grant-writing sessions throughout Tonga
- Assisted in the management of a computer business and the creation of additional educational literature for classes
- Served as the elected representative to the committee overseeing Tonga's Peace Corps grants while advising volunteers on writing successful proposals

### EDUCATION

#### University of Texas at Austin

Austin, TX; Dec. 2001

*BBA in Business Honors and Management Information Systems with a Finance minor*

- University Honors (3.7/4.0), GMAT 720 (95%), SAT 1540 (99%), Golden Key Honors Society, Fluor Daniel Scholarship Award, Silver Spurs Volunteer Award, Barbara Jordan Leadership Award Finalist (1998-2000)
- Leadership positions in Student Government, Student Volunteer Board, Texas Blazers, Men Against Sexual Assault, Cabinet of College Councils, Undergraduate Business Council

### ADDITIONAL INFORMATION

- Fluent in web design with HTML, CSS, ASP, Cold Fusion, and PHP using Microsoft, Adobe, and open source software
- Conversational in Tongan, French, Arabic, and Kannada
- Serve on the board of Seattle Works, work on the Simplicity web project for the Queen Anne Help Line, offer assistance to Seattle's homeless youth population as a volunteer with Stand Up for Kids,
- Share multicultural experiences and enlist volunteers through US Peace Corps Recruiting