

Azaliah Ilodiana

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EDUCATION

Rochester Institute of Technology, Rochester, NY | Expected May 2028

B.S. in Individualized Studies (Business, Entrepreneurship, Psychology, AI); Minor in Computer Science

- Relevant coursework: CodePath AI 201 (AI/ML coursework and portfolio projects), Financial Management (FINC 220), Financial Accounting (ACCT 110), Managerial Accounting (ACCT 210), Economics (ECON 101), Discrete Mathematics, Linear Algebra
- Six Sigma Green Belt (in progress), expected summer 2027

EXPERIENCE

ITS Student Coaching and Consultation Lead, RIT ITS Project Management Office | May 2026 – Present

- Co-designed and lead a pilot student coaching and consulting program serving 4 departments, conducting stakeholder interviews and root-cause analysis to define user needs and align solutions with desired business outcomes
- Partner with Microsoft's Customer Success team to research adoption barriers and shape an enablement strategy, delivering change-management training and support for Microsoft 365 and AI across 4 departments
- Engineered an AI agent in Copilot Studio that converts raw consultation data into structured scopes of work (SOWs), compressing proposal cycle time by about a week from a 2+ week baseline
- Automated recurring workflows with Power Automate, reclaiming 10 hours per week and documenting a repeatable process other departments can scale
- Synthesized findings into an executive overview for PMO leadership mapping 7 AI use cases, value realization, and success KPIs to guide prioritization

Business Operator, The Hair Lab | Aug 2025 – Present

- Established pricing strategy, budgeting, booking, client policies, and payment systems to standardize scheduling and revenue, completing 30+ appointments and generating \$5K in revenue
- Analyze appointment and revenue data to optimize scheduling, inventory, and client follow-up, achieving 91% returning clients
- Built a "hair scientist" brand and content strategy on Instagram and TikTok to acquire college student clients, growing to 200+ followers

Founder, CTRL & Create | Jan 2025 – Present

- Founded and operate a digital product business for small business owners, owning product development, brand, and go-to-market end to end while fulfilling about 1,000 orders per month
- Manage a 20-template product catalog and track sales and delivery performance to monitor fulfillment and revenue, generating \$5K+ in total sales
- Apply sales data analysis in Excel across about 1,000 monthly orders to prioritize new template development, informing 10 launches, and built a growth roadmap to scale into a multi-service creative studio

LEADERSHIP

President, The Black Thought Collective, RIT | Aug 2024 – May 2026

- Led strategic direction and governance for a 20+ member student organization, delegating across

- an executive board to execute annual objectives
- Designed and facilitated programming on race, identity, and social justice that engaged 100+ students
- Secured \$5K in funding and sponsorships through partnerships with university departments and external partners

SKILLS

Tools: Excel, Power BI, SQL, Python, PowerPoint, Microsoft 365, Copilot Studio, Power Automate

Product & Analysis: User research and stakeholder interviews, root-cause analysis, problem structuring, prioritization, success KPIs, options analysis, financial analysis, sales data analysis

Business: Stakeholder management, change management, process optimization, workflow automation, data-driven decision-making, executive communication