

Savanna Lee

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EDUCATION

The Ohio State University, Max M. Fisher College of Business

Bachelor of Science, Management Information Systems

Dean's List: All semesters

GPA: 3.6

Columbus, OH

May 2027

WORK EXPERIENCE

Fisher College of Business

Technical Support Assistant

Columbus, OH

Aug 2024 – Present

- Respond to and resolve technical support requests for students and faculty by troubleshooting hardware, software, and printing issues in a high-volume environment.
- Investigate recurring system issues, apply established troubleshooting procedures, and escalate complex cases to appropriate teams to ensure timely resolution.
- Analyze support trends and maintain documentation that contributed to process improvements, increased operational efficiency, and enhanced user experience.

Extern

BeReal Product Management Extern

San Jose, CA

Jun 2026 – Jul 2026

- Managed end-to-end design of "Flash Prompts," a mobile feature concept aimed at mitigating routine fatigue for BeReal's target demographic, mapping out user journeys and engineering interactive mobile prototypes with Canva
- Orchestrated a 35-minute virtual focus group with a mix of 60% active users and 40% non-users (ages 19–21) to evaluate feature friction, analyzing qualitative feedback to uncover a major user acquisition channel and establish strict product guardrails to preserve platform authenticity
- Synthesized qualitative user research data and prototype metrics into an executive-level product roadmap, culminating in a high-impact, 4-minute presentation pitching a refined live A/B testing strategy

Object Tech

Marketing Intern

San Jose, CA

Jun 2025 – Aug 2025

- Analyzed social media and engagement metrics to identify trends and provide data-driven recommendations that contributed to a 150% increase in audience growth.
- Conducted market and stakeholder research, compiling findings into reports that supported strategic planning and business development initiatives.
- Collaborated with cross-functional teams to execute campaigns, monitor performance, and identify opportunities for process optimization.

LEADERSHIP EXPERIENCE

University Student Consultants

Director of Program Management

Columbus, OH

Aug 2025 – May 2026

- Oversaw planning and execution of a 13-week organizational program, coordinating info sessions, professional workshops, and community events for 50+ members to enhance learning and engagement
- Managed cross-functional project operations by maintaining communication with client partners, tracking milestones, and standardizing documentation practices to improve project visibility

Project Manager

Aug 2024 – May 2025

- Directed a consulting project team of 5, coordinating deliverables, deadlines, and stakeholder communication for a university partner organization, Buckeye Careers
- Collaborated with team to create project plan presentations, maintained documentation, and facilitated client meetings, ensuring goal alignment and timely execution of strategic recommendations

SKILLS & RELEVANT COURSEWORK

Tools & Technical: Microsoft Office (Excel, Word, PowerPoint), Google Workspace, SQL, Windows OS, macOS, Slack, Canva, Adobe Express, Basic IT Troubleshooting, Printer Management Systems

Business & Strategy: Digital Marketing, Market Research, Business Strategy, Project Management, Teamwork

Relevant Coursework: Discrete Math, Intro to Java, Data Structures Using Java, Business Analytics, Statistical Techniques