Kumar Abhinav

Business Systems, Process and Operation Analyst

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| **Core Skills**  **Business System Analyst Skills:**  Business Requirements Gathering & Documentation  Process Automation  Workflow Integration  **Business Process Analyst Skills:**  Business Process Improvement & Re-Engineering  KPI Development  Reporting Automation | Results-driven Business Systems, Process and Operations Analyst with expertise in bridging business and technology through process optimization, data-driven insights, and system integration. Proven track record of delivering enterprise-wide solutions, leading cross-functional teams, and ensuring business continuity through effective project management and stakeholder engagement.  **Career Highlights**   * **AI & Automation Mastery (LinkedIn):** Engineered AI-powered APIs using Python/FastAPI to automate IT ticket resolution via ServiceNow-JIRA integration, migrated a fragmented Java chatbot backend to a unified Python architecture, and orchestrated fault-tolerant workflows with Temporal—cutting resolution times by up to 45% and slashing operational overhead. * **Cutting-Edge Analytics & Cost Optimization (RFXCEL):** Spearheaded the launch of a next-gen supply chain dashboard for the Kingdom of Bahrain, leveraging a secure SQL-to-Elasticsearch pipeline to reduce data latency by 50% and boost efficiency by 25%. Deployed predictive models that enhanced supplier performance by 30% while streamlining operations and driving a 15% reduction in expenses. * **Global Supply Chain Transformation (VVF India Limited):** Revolutionized inventory management and production processes through data-driven analytics and automation, cutting global inventory by 25% and manufacturing losses by 22%. |

**Work Experience**

**LinkedIn** | **Sr. Software Engineer (Contractor)**, Mountain View, CA. October 2024 to Present

In this role, I develop and deploy AI-driven automation solutions using Python and FastAPI to enhance internal operations. By modernizing legacy systems, integrating data sources, and improving process efficiency, I reduce manual intervention and improve system resilience, all of which contribute to a more streamlined and scalable infrastructure.

**Specific projects:**

* **API Development & Integration:** Integrated ServiceNow and JIRA to build an AI-driven automation solution that analyzes IT tickets, mines internal knowledge bases for solutions, and auto-closes confirmed ticket improving MTTR by ~40-45%, lowering operational costs by 30 -35 %.
* **Backend Migration of Internal Chatbot:** Led the complete migration of internal chatbot backend layer from Java to Python, consolidating multiple fragmented codebases into a single, streamlined architecture. This transition improved operational efficiency by 35-40% and resulted in significant cost savings $ X k by reducing the need for additional engineering resources and enabled the decommissioning of three Java-based VMs, reducing infrastructure overhead. Created Lucid chart process flow diagrams in these migrations.
* **SDLC & Testing**: Coordinated UAT sessions with internal stakeholders, documented user stories in Confluence, and tracked progress in Jira, ensuring high-quality deliverables and timely deployments.
* **Chatbot Package Optimization & Build Time Reduction:** Refactored the Grogu internal chatbot backend by removing 45% redundant dependencies, reducing package size by 45%, which accelerated build times, lowered infrastructure costs, and eased engineering workload.

**RFXCEL** |**Tech Lead – Business Analyst & Data (BSA + BPA Focus),** San Ramon, CA. May 2023 – Dec 2024

After leaving VVF India Limited to pursue an MS in Business Analytics, I joined RFXCEL as a summer intern. My contributions during the internship led to a full-time offer, and as a Tech lead – Business Analyst & Data, I drive data-driven initiatives, design scalable ETL pipelines, and implement real-time analytics solutions, enhancing decision-making and operational efficiency.

**Specific projects:**

* **Data-Driven Systems & Real-Time Analytics**: Managed cross-functional teams of 5+ analysts/developers to deliver real-time analytics solutions using Elasticsearch and NoSQL, reducing data retrieval latency by 50% and enabling data-driven decision-making for operational improvements.
* **AI/ML Data Modeling & Real-Time Analytics:** Led BA activities for advanced analytics solutions using Python, Elasticsearch, and AWS data pipelines. Reduced data retrieval latency by 50% and developed predictive LLM-based models that improved supplier performance by 30%.
* **Requirements Management & Prototyping:** Created wireframes/mockups (Lucid chart, Google Suite) to capture user stories, performed feasibility analyses, and refined acceptance criteria for multiple cross-functional teams (Scrum Masters, QA, etc).
* **Change Management & System Implementation:** Planned, executed, and led system migrations for customers transitioning from legacy traceability systems to new platforms. Collaborated closely with Customer Success and technical teams, ensuring minimal downtime, proactive risk mitigation, and effective stakeholder communication. Successfully managed adoption of new platforms in alignment with structured change management processes, migrating 38% of customers within 4 months.
* **Operational Cost Analysis & Efficiency Gains:** Conducted a comprehensive operational cost analysis to classify customers by profitability. Collaborated with cross-functional teams to implement cost-saving measures, including migrating from Windows to Linux and moving data older than six years to cold storage. These initiatives reduced operational expenses by 15%, improved system performance by 10%, and strengthened overall profitability.
* **Public API Development for SAP Integration:** Developed a Java-based public API for AbbVie’s Luprolink platform to automate data processing between their SAP system and internal databases. Eliminated manual order creation and enabled real-time data synchronization, this solution accelerated order processing by 30% and improving order processing efficiency.

**Vvf India Limited** | **Manager** – **Business & Data Analyst – Supply Chain,** Mumbai, India. Dec 2017 to Aug 2022

Led key supply chain optimization projects, combining process re-engineering and data-driven system improvements. Enhanced supply chain efficiency reduced operational costs, and successfully passed McKinsey internal audits. Delivered results by integrating process automation, data analytics, and system upgrades across procurement, manufacturing, and inventory management operations.

**Specific projects:**

* **GST-Ready SAP Implementation:** Led the end-to-end SAP implementation to comply with new GST regulations, streamlining purchase orders, invoicing, and cash flow management for on-time and fully compliant deployment.
* **Global Inventory Optimization**: Designed a strategic inventory segmentation framework using quantitative analysis and supply chain heuristics (JIT, VMI), reducing global inventory by 25% and achieving $X million in cost savings.
* **Manufacturing Cost Analysis & Efficiency Gains**: Employed Quantitative models (Python, regression) to detect and eliminate inefficiencies in production workflows. This initiative cut manufacturing losses by 22%, saving $X million annually.
* **Demand Forecasting & Resource Planning**: Enhanced forecasting accuracy by 20% through historical data modeling, market trend integration, and supplier constraint analysis. Implemented Excel Solver-driven scenario planning & minimizing stockouts.

**Early Career: India Power Limited, Bajaj Energy Limited, Abhijeet Projects Limited, Airox Nigen.** Apr 2009 – Nov 2017Various Locations

* Held roles spanning data analysis, business development, and project coordination. Built foundational expertise in requirements gathering, BOM creation, vendor relations, and end-to-end project execution.

**Skills**

**Functional:** Requirements Gathering, Stakeholder Engagement, Business Process Modeling (BPMN, UML, Visio), Process Automation, Change Management, Business Case Development, Stakeholder Engagement

**Data-Driven Insights:** Data Analysis, Business Intelligence (BI), KPI Development, Reporting Automation, Dashboard Design, Data Visualization, Data Governance, Data Quality Assurance, ETL Pipelines, Lucid Charts.

**Technical:** Python, Java, FastAPI, MySQL, Elasticsearch, Kibana, Tableau, Advanced MS Excel, Smatsheets, Streamlit, Langchain, Azure

**Education and Academic Background**

**California State University East Bay**, Hayward, CA

**M.S. in Business Analytics**, Aug 2022 to Dec 2023

**Sathyabama Deemed University** Chennai, India

**B.Tech. in Chemical Engineering,** Aug 2005 - April 2009

**Computer Science Engineering,** Aug 2006 – April 2009