Kumar Abhinav

Business Analyst

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| **Core Skills**  **Business System & Process Analyst Skills:**  Business Requirements Gathering & Documentation  Process Automation  Workflow Integration  Business Process Improvement & Re-Engineering  KPI Development  Reporting Automation | Product-focused Business Analyst with 9+ years owning end-to-end analytics and automation products for enterprise and B2B clients. Expert at defining roadmaps, running stakeholder discovery, and delivering MVPs that boost 25–45% efficiency gains, save $X K/month, and unlock $X M in new revenue.  **Career Highlights**   * **New Product Development & Automation**:Led end-to-end BA & development work—running stakeholder discovery workshops, defining user stories and KPIs, and prioritizing roadmaps—for analytics and automation products at LinkedIn (ticket automation, employee data pipeline), RFXCEL (supply-chain dashboards, GenAI assistants), and VVF India (inventory optimization, forecasting). Delivered 65% adoption, $X M in upsells, and 15–45% efficiency gains. * **Process & Data Modernization**:Scoped requirements with cross-functional teams, documented workflows, and managed the backlog to replace legacy systems with Python/FastAPI platforms and SQL→ Elasticsearch pipelines. Cut MTTR by 45%, halved query latency, eliminated 95% of pipeline failures, and saved $X K/month in labor—freeing stakeholders to focus on strategic analysis**.** |

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

Own and ship full-stack features for LinkedIn’s internal Employee Productivity Platform, serving 28K+ employees. Partner with Product, UX, and IT Service Management (ITSM) to define roadmaps, build APIs and dashboards, and iterate on user feedback—delivering measurable business impact.

**Specific Contributions:**

* **Product Development - Employee Productivity Platform: Stakeholder Discovery & Requirements:** Led workshops with support leads and ITSM teams to capture 30+ user stories and define acceptance criteria for our internal Q&A chatbot. **Backlog Prioritization & Delivery:** Translated requirements into a prioritized feature backlog; drove end-to-end development of five Python microservices for ticket resolution, knowledge-based search, and administrative tasks**. Metrics & Adoption:** Defined KPIs (adoption rate, MTTR baseline) and tracked progress in real time—achieved 65% adoption in two months and reduced MTTR by 45%.
* **Engineering Excellence & Process Automation: Process Analysis & KPI Targets:** Analyzed legacy build and failure metrics to set targets (40% faster builds, 99.9% uptime). **Solution Design & Modernization:** Consolidated three Java codebases into a unified Python/FastAPI platform—decommissioned three VMs and freed one FTE from maintenance**. Workflow & Monitoring:** Migrated data-pipeline daemons into Temporal workflows, implemented CI/CD enhancements and automated health-check dashboards—eliminating 95% of failures, reclaiming eight engineer-hours/week, and boosting pipeline reliability to 99.9% uptime**.**

**RFXCEL** |**Tech Lead – Business Analyst & Data,** San Ramon, CA. May 2023 – Dec 2024

Recruited as a summer intern and fast-tracked to a full-time Tech Lead – Business Analyst & Data role, partnered with Sales Engineering to lead the end-to-end design and launch enterprise analytics and automation products—driving $X million in new revenue and delivering 15–45% efficiency gains across government, pharma, and supply-chain clients.

**Specific Contribution:**

* **Product Development – Legacy Platform Enhancements: Stakeholder Discovery & Requirements:** Led workshops with Walgreens and its distributors to map escalation workflows and define 20+ user stories and acceptance criteria. **Solution Delivery**: Developed Java Spring Boot REST APIs and an Angular UI for real-time exception-rule configuration—empowering users to define alerts on the fly, cutting resolution time by 40%, and reducing operational losses by $X K/year. **SAP Integration & SLAs:** Captured order-handoff requirements with AbbVie IT, documented data models and SLA targets, then developed a Java Spring Boot public API to automate 100% of order handoffs—eliminating errors, ensuring data accuracy, and saving $X K/month in labor**.**
* **Product Development – Real-Time Inventory Lifecycle Dashboard: KPI Definition & Prioritization:** Ran on-site sessions with Bahrain MoH to identify 8 core supply-chain metrics and prioritize feature backlog. **End-to-End Delivery**: Specified data mappings built a SQL→ Elasticsearch ETL pipeline and collaborated on a Kibana dashboard. Reduced data-query latency by 50%, boosted operational efficiency by 25%, and upsold $X M in platform extensions to pharma clients**.**
* **Internal Productivity Automation: Process Analysis & User Journeys:** Interviewed Customer Support Analysts to uncover ad-hoc reporting and release-prep pain points; translated findings into user stories. **GenAI Tooling**: Defined success metrics for **Text2SQL** and **Release-Notes Generator**, then built & shipped solutions in production using OpenAI API, JIRA API, and Confluence data. Cut support-ticket turnaround by 45%, reclaimed three man-days per sprint, and saved $X K/month.
* **Legacy Migration & Change-Management Service: Program & Risk Planning**: Ran kick-off workshops with 12 enterprise clients to document migration requirements, data-cutover plans, and rollback procedures**. Execution & Delivery**: Orchestrated zero-downtime rollouts for 38% of traceability clients in four months—managing cross-functional teams, tracking issues via JIRA, and communicating status to executive sponsors. Resulted in a 20% lift in Net Promoter Score among migrated customers.

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

As the Manager Business & Data Analyst, led several key projects that optimized the supply chain process, improved manufacturing efficiency, and successfully passed internal audits by McKinsey. Achieved global inventory reduction and led the SAP GST Implementation roll-out team.

**Specific contributions:**

* **Global Inventory Analysis:** Conducted in-depth inventory data analysis by creating segmentation models using SQL and Python. Identified slow-moving, obsolete, and dead stock through data clustering, leading to inventory reductions of 25% and savings of $X million.
* **Manufacturing Cost Analysis & Efficiency Gains**: Developed predictive analytics models (Python, regression) to detect and eliminate inefficiencies in production workflows. This initiative cut manufacturing losses by 22%, saving $X million annually.
* **Forecasting & Demand Planning Analytics:** Created demand forecasting models using Excel, SQL, and Tableau by integrating historical sales, market trends, and supplier data. Improved forecast accuracy by 20%, reduced stockouts, and increased on-time delivery rates by optimizing data-driven planning processes.

**Personal Projects**

**Toy Transformer LLM from Scratch** – Architected a mini-transformer (~1.2 M params) in PyTorch. Implemented full training loop on an Apple M2 GPU, tracked train/Val loss and perplexity over 10 epochs, and deployed a FastAPI Q&A demo. Documented parameter-count math and architectural trade-offs.

**Skills**

**Product & BA Skills:** Product Vision & Road mapping, Requirements Gathering & User Stories, Stakeholder Workshops, KPI & OKR Definition, Agile MVP Delivery, Change Management

**Data & Technical Skills:** Data Modeling & ETL Pipelines, Dashboard Design & BI, Python, Rest API Development (Fast API , Java/Spring boot), MySQL & Elasticsearch, Temporal Workflows & Orchestrations, Generative AI & NLP (OpenAI, Langchain)

**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 (Major)** Aug 2005 - April 2009 | **Computer Science Engineering (Elective)** Aug 2006 - April 2009