

Ankita Patil

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WORK EXPERIENCE

Royal Bank of Canada

Toronto, Canada

Business Operations Analyst

Sep 2022 - Sep 2023

Operational Analysis & Implementation: Performance management & tracking via reporting capabilities & data analysis

- Spearheaded implementing changes to operations of RPA governance, ensuring quality standards, through problem identification, UAT, and automation and **driving business process improvements by 20% and improved decision making.**
- Analyzed RPA data to identify trends and patterns, leading to the development of a more **accurate forecasting model for a \$30M global budget.** Implemented innovative **ETL tools Power BI, Tableau, and Excel** to streamline data collection processes for analyzing BOT performance, leading to a **25% reduction in data processing time** and enhancing overall operational efficiency.

Strategy Building & Operations Management: Optimization of processes

- Implemented end-to-end requirements traceability (requirements gathering and documentation) processes to enhance accountability and transparency within the project team, leading to a **50% reduction in errors and rework.**
- Coordinated team efforts with a Senior Operation Analyst, contributing to the presentation of **12 Management Business Reviews (MBRs)**, and compilation of **12 monthly/4 quarterly reports.** Additionally, facilitated the implementation of an average of **28 recommendations annually, resulting in a tangible 25% enhancement in BOT efficiency for the development team.**
- Collaborated with cross-functional teams, senior leadership, stakeholders, and clients to streamline communication, build business cases and ensure alignment on project objectives, resulting in a **60% increase in project efficiency.**
- **Boosted client satisfaction by 15% through tailored engagement surveys,** reconciliations, detailed statistical analysis, and comprehensive gap assessments, as part of a strategic initiative to **rebuild client relationships** across the practice.

Ad-Hoc Responsibilities:

- Contributed as a key member of a product release team at RBC, collaborating with senior leadership and product teams to identify requirement risks, assess probability, perform impact analysis, develop roadmap/workflows and manage effective risk mitigation strategies resulting in a **60% reduction in product-related risks and successful launch of the product.**
- Maintained curated documentation of the agile process, feedback and documents provided by the client as user stories and acceptance criteria in a scrum backlog to **provide technical guidance** for developing and deploying complex reporting solutions, resulting in a **15% decrease in development time for implementing new reporting features.**

LTI Mindtree

Pune, India

Business Data Analyst

June 2018 - Dec 2021

- Oversaw data governance and management initiatives for Microsoft Cloud applications, **resulting in the development of 3-year strategic plans,** successful risk mitigation strategies, compliance with industry standards, and implementation of data governance frameworks, leading to a **20% increase in data accuracy and security compliance.**
- Utilized **MS Excel, Python, and SQL** to conduct security analysis and data validation for analytics, **resulting in a 95% improvement in data accuracy and integrity.** Identified areas for enhancement, implemented governance protocols, and prioritized applications based on risk criteria, **optimizing operational efficiency by 40%.**
- Established both standardized and ad-hoc reporting mechanisms to effectively communicate progress, meet SLAs, and provide valuable insights to business partners and management. This initiative led to a **40% reduction in analysis time** and effort, ultimately facilitating the successful mobilization of my team.
- Created comprehensive documentation of requirements and test cases to effectively **communicate business processes to clients and senior leaders,** fostering trust-based relationships and achieving a **15% increase in overall client satisfaction scores based on annual surveys.**

SKILLS

Programming: Python, SQL (MySQL/PostgreSQL), NoSQL.

Business Intelligence: Tableau/ Tableau Prep, Power BI, Google Analytics, Microsoft Office, Microsoft Suite (Excel, PowerPoint, Word), Alteryx, SAS, MS Excel (VBA/Macros/data analytics), AWS, Azure, Microsoft Dynamics 365, JIRA, KPI, Adobe, SDLC, Kronos, Salesforce

Knowledge: Data Mining, Data Analysis, Data profiling, Modeling, Visualization, Dashboarding, Reporting, Research, Statistics

Soft Skills: Communication Skills, Organizational Structure, Leadership, Risk & Resilience, Problem-Solving, Quantitative Thinking, Negotiations and persuasion, Team Player, Project Management, Creative, Critical thinking.

EDUCATION

Postgraduate in Business Insights and Analytics

Jan 2022 - Sep 2023

Humber College Institute of Technology & Advanced Learning; **Deans Honor Student: x4, GPA: 88/100**

Toronto, Canada

B.E in Information Science and Engineering

2014 - 2018

Visvesvaraya Technological University; **GPA: 71/100**

India

CERTIFICATION/PROJECT

Capstone Project - Data Accuracy Enhancement and Out-of-Stock Reduction at Longo's

Oct 2023- Dec 2023

[Microsoft Certified Azure Fundamentals \(AZ - 900\)](#)

Microsoft

[Google Certified Fundamentals of Digital Marketing](#)

Google