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 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, and develop roadmap 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 Analyst   **June 2018 - Dec 2021**

- Oversaw data governance and management initiatives for Microsoft Cloud applications, **resulting in the development of 3-year strategic plan**s, 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
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