

# SOMESH SHANBHAG

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## SUMMARY

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Results-driven Business Analyst with 3+ years of experience in IT consulting and startup environments. Proven track record of reducing incident resolution times by up to 96% and optimizing app workflows to reduce user friction by 25%. Expert in bridging technical execution with stakeholder strategy through Agile methodologies, UAT management, and data-driven process re-engineering.

## WORK EXPERIENCE

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**Business Analyst Intern | Ballrhub (Startup) | Sydney, NSW**

**June 2025 – September 2025**

- **Diagnosed critical app design flaws** using Microsoft Clarity to analyze user session recordings, identifying friction points that led to sign-up abandonment.
- **Authored 15+ user stories** in Jira, resulting in a redesigned UI blueprint that reduced unnecessary user clicks by 25%.
- **Owned end-to-end UAT planning**, establishing a continuous feedback loop with developers that reduced pre-launch bugs by 40%.

**Associate Consultant | Capgemini**

**September 2021 - June 2024**

- **Executed two accelerated promotions** (Analyst to Associate Consultant) within 33 months by delivering high-impact solutions for enterprise clients.
- **Spearheaded process re-engineering** for a €13.8B retail client, accelerating query performance by 33% and eliminating a projected \$50k server upgrade cost.
- **Managed incident resolution lifecycles**, performing root-cause analysis on data issues to maintain a 96% Client Satisfaction (CSAT) score.
- **Liaised between executive stakeholders and technical teams** to translate ambiguous business needs into functional requirements for automated reporting workflows.
- **Validated system integrity** through rigorous UAT, cutting execution times by 35% for critical decision-making data.

## PROJECTS

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### 1. RentSmart | Real Estate & Tech

- **Engineered an automated decision engine** using BPMN 2.0 and Python, reducing rental application processing time from 48 hours to 5 seconds.
- **Managed Agile delivery** for a 20,000+ record dataset using RACI matrices to ensure stakeholder accountability.

### 2. CapitalPivot Strategy | Finance

- **Optimized financial modeling** via Real Options Theory and WACC calculations, converting a \$13.2M investment rejection into a validated "accept".
- **Delivered a capital deployment roadmap** to the CFO, achieving a project NPV of \$1.73M.

## EDUCATION

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**Master's in Business Analytics | University of Technology Sydney (UTS)**

**July 2024 - June 2026**

- Current: CGPA 6.83/7 (**WAM: 89.12**)

**B.E. Mechanical Engineering | B.M.S College of Engineering, India**

**August 2017 - June 2021**

## SKILLS

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- **BA Methodologies:** Agile/Scrum, Requirements Elicitation, User Story Authoring, UAT, BPMN, Root Cause Analysis.
- **BI & Visualization:** Tableau, Power BI, SAP Analytics Cloud (SAC), SAP BusinessObjects.
- **Technical & Platforms:** SQL, Python, Jira, Confluence, SAP BW4HANA, ServiceNow, Visio.