

# SOMESH SHANBHAG

BUSINESS ANALYST | PROCESS OPTIMIZATION | DATA-DRIVEN STRATEGY | SAP BW4HANA

📞 +61 434 842 998 | 📩 somesh2100@gmail.com | 🌐 Sydney, NSW | 🔗 [www.linkedin.com/in/somesh-shanbhag](https://www.linkedin.com/in/somesh-shanbhag)

## SUMMARY

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- A results-obsessed Business Analyst with 3 years of experience in high-stakes, client-facing IT consulting. My core focus is translating complex business problems into elegant, data-driven solutions that directly impact the bottom line.
- My focus is on impactful process improvement, not just documentation. By implementing a standardized root-cause analysis framework and automating resolutions, I **reduced incident resolution time by an average of 30%, peaking at 96% (5 days to 4 hours)**.
- I translate technical details into compelling business stories. By creating clear visual roadmaps and process flows, I align stakeholders at all levels, from the C-suite to developers, a skill that was instrumental in maintaining a **98% CSAT score**.
- My Master's at UTS is sharpening my ability to turn messy, real-world data into actionable strategy. I'm focused on navigating complex edge cases and convincing challenging stakeholders with clear, data-driven narratives.

## WORK EXPERIENCE

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

**June 2025 – September 2025**

- Tasked with diagnosing critical app design flaws, I utilized Microsoft Clarity to analyze user session recordings, uncovering hidden friction points like 'dead taps' and 'rage taps' that directly led to sign up and app abandonment.
- Authored 15+ user stories in Jira based on my analysis, recommending a redesigned UI that streamlined the app flow, reduced unnecessary clicks by an estimated **25%**, and was adopted as the new development blueprint.
- Owned the end-to-end User Acceptance Testing (UAT) plan, implementing a continuous feedback loop with developers for in-depth checking and correction. This rigorous process not only led to a **40% reduction in pre-launch bugs** but also ensured a seamless customer journey.

**Associate Consultant | Capgemini India**

**September 2021 - June 2024**

- **Fast-tracked through two promotions (Analyst → Senior Analyst → Associate Consultant)** in less than three years by consistently exceeding performance targets and taking ownership of complex, client-facing business problems.
- Acted as the primary business-to-technical liaison from BW end for enterprise clients, translating ambiguous business needs into precise technical requirements. Simultaneously managed the incident resolution lifecycle, conducting root-cause analysis on user-reported data issues and presenting documented solutions to leadership, maintaining a **98% CSAT score**.
- Spearheaded a major process re-engineering initiative for a **€13.8B retail client** after identifying systemic reporting delays. I conducted a full current-state analysis, mapped process bottlenecks using flowcharts, and presented a future-state solution that accelerated query performance by **30%** and eliminated the need for a planned **\$50k server upgrade**.
- Partnered with executive stakeholders to build the business case for a new automated reporting workflow, translating their strategic needs into functional requirements. I then owned the end-to-end UAT and system validation for the project, delivering a solution that **cut execution times by 35%** and guaranteed 100% data integrity for critical decision-making.

## EDUCATION

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<b>Master's in Business Analytics</b> University of Technology Sydney (UTS) • Current: CGPA 6.75/7 (WAM: 88.38)	July 2024 - June 2026
<b>B.E. Mechanical Engineering</b> B.M.S College of Engineering, Bangalore, India	August 2017 - June 2021
<b>12th Grade School Graduation</b> Delhi Private School, Sharjah, UAE	June 2016 - June 2017
<b>10th Grade School Graduation</b> Delhi Private School, Sharjah, UAE	June 2014 - June 2015

## EDUCATION

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- **BA Methodologies:** Agile/Scrum, Requirements Elicitation, Stakeholder Management, User Story Authoring, UAT, Business Process Modelling (BPMN), Root Cause Analysis.
- **BI & Visualization:** Tableau, SAP Analytics Cloud (SAC), BusinessObjects (BO), Power BI, Advanced Excel.
- **Technical & Platforms:** SAP BW4HANA, SQL, Python, SAS, ABAP, AMDP, Jira, Confluence, ServiceNow, TopDesk, Visio, Miro.