

# MANMATHNATH MAHANTA

manmath.contact@gmail.com • Bhubaneswar, Odisha, India • +917008548402

**LinkedIn:** <http://www.linkedin.com/in/connect-manmath>

**Portfolio Website:** <https://manmath235.github.io/>

**GitHub:** <https://github.com/Manmath235>

## SUMMARY

Results-driven Business Analyst with **2+** years of experience driving process improvement and stakeholder engagement across IT and consulting firms. Adept in SQL, Power BI, and Excel to deliver data-driven insights, leading to **25%+** efficiency gains in project cycles. Proven track record of managing client relationships and leading UAT for enterprise-level software solutions.

## SKILLS

- Business Analysis:** Requirements Gathering, UAT, Process Mapping
- Data Analysis:** SQL, Power BI, Excel, Reporting
- Project & Stakeholder Management:** Risk Management, Client Communication, Cross-functional Leadership

## PROFESSIONAL EXPERIENCE

### Sai Paramount IT Solutions

Business Analyst | **July 2024 - Present**

- Analysed and optimised key business processes, identifying inefficiencies and implementing improvements that boosted operational productivity by **30%**.
- Collaborated with cross-functional teams to prioritise development requirements, ensuring timely and resource-efficient project delivery.
- Engaged with senior client stakeholders to gather feedback, address escalations, and maintain strong service relationships, contributing to **95 %+** payment adherence.
- Conducted risk assessments and developed mitigation strategies for ongoing projects, reducing delivery disruptions and ensuring compliance with internal standards.
- Facilitated client product demos to support solution understanding and adoption across presales and implementation phases.

### GEEMSCO Consultancy Services PVT. LTD.

Business Analyst | **March 2023 - July 2024**

- Led data-driven analysis using SQL and Excel to generate actionable insights, enabling strategic decision-making across **6+** client-facing projects.
- Gathered and documented detailed business requirements, translating them into functional specifications for development and QA teams.
- Streamlined project workflows and data handling processes, reducing turnaround time by **18%** and improving team delivery consistency.
- Acted as a key liaison between stakeholders and technical teams, ensuring business goals were met while maintaining regulatory and industry compliance.
- Managed UAT execution, including test planning, user coordination, and defect tracking, resulting in smoother go-lives with reduced post-deployment issues.

## PROJECTS

### Hardware Store Insights (Link: [GitHub Repository](#))

(April – 2024)

- Analysed sales, inventory, and manufacturing data using Power BI to uncover performance trends across products and regions.
- Identified cost optimisation opportunities that could reduce excess stock and improve inventory turnover.
- Delivered dashboards with actionable KPIs to support strategic planning for marketing and operations teams.
- Recommended changes in product bundling and targeting, improving cross-sell strategies and boosting revenue potential.

### Customer Retention and Call Centre Optimisation Analysis (Link: [GitHub Repository](#))

(April – 2024)

- Conducted churn analysis using Power BI and Excel, achieving a 26.54% churn reduction through customer segmentation and proactive engagement strategies.
- Identified performance gaps in call centre operations, leading to improved response time and resolution rate KPIs.
- Provided data-driven recommendations for personalised customer offers based on demographic and usage patterns.
- Enabled infrastructure planning by assessing the internet service reliability impact on customer satisfaction and retention.

## CERTIFICATIONS

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| • Business Analysis by <b>Microsoft</b>                           | • Data Analytics Professional Certificate by <b>Google</b>            |
| • Power BI Data Analytics for all levels 2.0 by <b>CodeBasics</b> | • SQL Beginner to Advance for Data Professionals by <b>CodeBasics</b> |
| • Agile Requirement by <b>LinkedIn</b>                            | • Excel: Beginner to Advance by <b>CodeBasics</b>                     |