Bhagyashree Palsodkar

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VISA- (No Visa Sponsorship required)
Stamp 1G is to be received next month.

Professional Summary:

Results-driven professional with 5 years of Service Delivery experience and a master's degree in **Business Analytics**. Skilled in optimizing processes, delivering technology consulting solutions, and driving **business transformation**. Proficient in **business process management**, **change management**, **agile** and **waterfall** methodologies, and performance measurement. Strong **leadership** and **stakeholder engagement abilities**, with a **strategic** mindset and a focus on **customer value realization**. Experienced in **process mapping**, **project management**, and data analysis using tools like **Power BI** and **Tableau**. Excellent **communication** skills and a commitment to continuous learning and professional growth.

SKILLS

Technical Skills:

- Business Process Management
- Change management.
- Agile and waterfall methodology.
- Process Improvement and Performance Measurement

- Power BI, Tableau -Data Analysis and Visualisation
- Business Analysis
- Microsoft Office
- Target Operating Model Development

Soft Skills:

- Strong teamwork and collaboration skills.
- Strong Leadership skills
- Stakeholder Engagement
- Strategic thinking
- Customer Value Realization
- Highly adaptable and flexible.
- Proficient in leading training, workshops, and interviews, fostering knowledge sharing, skill development, and team success.

- Customer Value Realisation
- Detail-oriented with a focus on analysing and complex problem-solving with precision.
- Excellent verbal and written communication skills, able to effectively convey information and ideas.

WORK EXPERIENCE

.Pricewaterhouse Cooper (PwC)   Bengaluru, India
Associate   (April 2021 – August 2022)

As a Process and Quality Advisor at PwC:

- Conducted thorough process analysis which increased overall process adherence of projects from 86% to 92% using customized checklists based on **Agile** and **Waterfall** methodology.
- Demonstrated **change management** skills by effectively implementing process improvements, driving organizational-wide adoption of CMMI practices, and ensuring a smooth transition to a higher process maturity level.
- Leveraged **design** thinking principles to streamline processes, achieving a **40% improvement in customer satisfaction** and a **50% decrease in defect rates.**
- **Designed** and implemented organizational structures and processes to enhance efficiency and effectiveness by introducing reusable templates for better monitoring and **performance measurement**.
- Achieved a **15% improvement in** process compliance by applying best practices and providing guidance to facilitate the successful adoption of change while working with new teams.
- Owned and managed 15 key customer relationships, resulting in increased **customer satisfaction by 20%** by demonstrating a proactive and customer-centric approach.
- Utilized **business process management skills** to drive project success by implementing efficient processes like identifying key metrics and continuous monitoring, resulting in improved performance measurement.

L&T Technology Services   Mysore, India
Engineer   November 2017-April 2021

As a Quality Assurance Engineer at LnT technology services:

- Conducted **quarterly workshops and training** sessions on software project planning and process awareness for project teams, resulting in a **30% increase in project adherence** to timelines and **a 15% improvement** in overall project success rate.
- Achieved a 15% improvement in overall project performance metrics through **data-driven decision-making** and proactive adjustments, fostering a culture of **continuous improvement.**
- Utilized **Power BI to create interactive dashboards**, effectively presenting crucial information to stakeholders and achieving a **25% increase in efficiency.**
- Identified and categorized **project risks with a success rate of 90%** by Collaborating closely with delivery teams to develop effective risk mitigation strategies.

Tesco (Part-time)   Galway, Ireland
Customer Assistant   (December2022-Till date)

As a Customer Assistant at Tesco:

- Attained 95%+ customer satisfaction ratings by delivering exceptional service and fostering client relationships, driving 20% increased customer loyalty.
- Optimized inventory, reducing stockouts by 30% and improving turnover by 20% for enhanced efficiency.

VOLUNTARY EXPERIENCE

India Society, University of Galway

Auditor   Galway, Ireland

- Effectively led and managed a prominent student society of 1800+ members at the University of Galway, overseeing a 12-member team to drive successful outcomes.
- Implemented **strategic workforce planning** as the president of a university society, resulting in a **25% increase in membership** engagement and a **20% improvement in overall society performance.**
- **Streamlined event planning process**, reducing inefficiencies, and **improving timeliness**, **cost-effectiveness**, and **stakeholder satisfaction**.

Dance Society, University of Galway   Galway, Ireland
Event Management Officer   September 2022-Sept2023

- Coordinated and organized various events, dance workshops, and fitness classes within the university, facilitating meaningful interactions with a diverse range of individuals.

Zumba® and BollyBeats™   Galway, Ireland
Licensed Zumba® and BollyBeats Instructor

- Received various recognitions for efforts in creating awareness about mental and physical well-being.

EDUCATION:

University of Galway   Galway, Ireland
MSc. In Business Analytics   Sep 2022-May 2023
Classification: Attained 1:1 grade until now.

Yeshwantrao Chavan College of Engineering (Undergraduate)   Nagpur, India
Bachelor of Electronics   July 2013-May2017
Overall CGPA of 7.9 out of 10 (1st class honors)