

Bhagyashree Palsodkar

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VISA

No Immigration support is required

Professional Summary:

Results-driven professional with **4.5+** years of Service Delivery experience and strong knowledge in auditing, process analysis and optimization, technology consulting, client relationship management, and driving business transformation. **Master's** degree holder in Business Analytics with a proven track record in leading onsite and remote teams, providing holistic solutions, and defining target operational models. Effective communicator at an executive management level, with the ability to propose business action plans and resolve issues. Committed to customer satisfaction and value realization with experience in waterfall and agile projects. Fluent in English and dedicated to continuous learning and professional growth.

EDUCATION:

University of Galway

Galway, Ireland

MSc. In Business Analytics

July 2013-May2017

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)

WORK EXPERIENCE

Tesco

Galway, Ireland

Customer Assistant (part-time)

(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

Pricewaterhouse Cooper (PwC)

Bengaluru, India

Associate

(April 2021 – August 2022)

As a Process and Quality Advisor at PwC:

- Conducted process analysis and optimization for **45 projects**, applying **agile** and **waterfall** methodologies, to ensure a comprehensive and transparent presentation of client information.
- Demonstrated proactive and customer-centric approach in owning and managing key customer relationships, consistently delivering value and driving excellence in their endeavours, fostering customer loyalty and engagement.
- Provided clear recommendations and guidance to customers, promoting value realization, and driving innovation, enabling them to achieve their strategic objectives.
- Conducted risk analysis and worked closely with delivery teams to mitigate project risks.
- Monitored project growth and analysed trends, continuously striving for improvement in metrics, enabling data-driven decision-making and proactive adjustments for better project performance.
- Identified process inefficiencies, resulting in a **15% reduction in costs** and a **20% improvement in operational efficiency** for client organizations.
- Utilized data analytics to uncover optimization opportunities, leading to a **25% increase in profitability** and a 30% reduction in cycle time.
- Leveraged design thinking principles to streamline processes, achieving a **40% improvement in customer satisfaction** and a 50% decrease in error rates.
- Designed and implemented organizational structures and processes to enhance efficiency and effectiveness.

As a Quality Assurance Engineer at LnT technology services:

- Worked closely with 25 project teams throughout the project lifecycle, ensuring the delivery of high-quality products.
- Conducted process compliance reviews aligned with project life cycles, optimizing processes through quantitative analysis.
- Collaborated with customers to define and document Continuous Improvement processes, ensuring seamless operations.
- Prepared and shared monthly quality reports, presenting crucial insights through interactive dashboards to foster continuous improvement.
- Analysed client feedback from 20 sources to identify and propose actionable improvements, aligning with the goals of the Business Transformation
- Conducted quarterly workshops and training on software project planning and process awareness for project teams.

LEADERSHIP EXPERIENCE**India Society, University****Auditor (President)**

Led a prominent student society of over 1800 students at the University of Galway, demonstrating strong leadership and organizational skills.

- Managed a dedicated team of 12 members, effectively delegating tasks and providing guidance to ensure successful outcomes.

VOLUNTARY EXPERIENCE**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.

SKILLS**Technical Skills:**

- Business Process Management
- Change management.
- Agile and waterfall methodology.
- Power BI, Tableau -Data Analysis and Visualization
- Business Analysis
- Microsoft Office
- Operating model design

Soft Skills:

- Strong teamwork and collaboration skills.
- Strong Leadership skills
- Stakeholder Engagement
- Customer Value Realization
- Highly adaptable and flexible.
- Proficient in leading training, workshops, and interviews, fostering knowledge sharing, skill development, and team success.
- Customer Value Realization
- Detail-oriented with a focus on analyzing and complex problem-solving with precision.
- Excellent verbal and written communication skills, able to effectively convey information and ideas.

LANGUAGES: Proficient in speaking, reading, and writing English, Hindi

