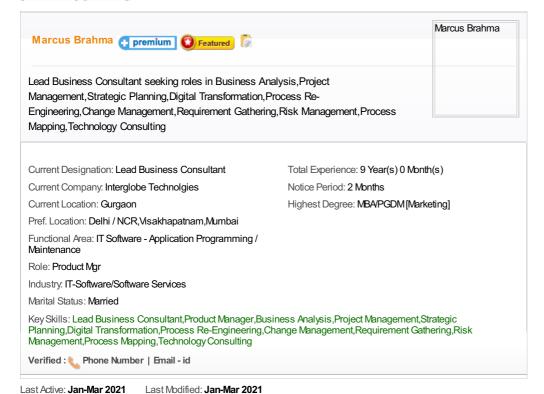


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Summary

Jump to Section

Business consultant with nearly 9 years of work experience that combines strategic business management with delivering technology solutions. Proven leadership in providing consulting/advisory services for several clients which involved

supporting, understanding and achieving business objective and needs, backed with strong alumni network of IIMB

# **Work Experience**

Interglobe Technolgies as Lead Business Consultant Jun 2014 to Till Date

Business Consultant.

\* Provided consulting solution (worth \$1.8 mn/yr) to an Indian Full-Scale Carrier by managing and implementing Business Reporting Application that covers -

All Major Operational reports and performance analysis (reporting vehicles) for various business groups in an airline (like Planning, Commercial, Sales and Marketing Team etc.) Structured, analysed and implemented several reporting metrics to represent accurate health of business function

Created Several reports that include data extraction from multiple sources (like

Work Experience | Education | IT Skills |

PNR/Ticketing, BSP & DCS) and analysed large data sets (>1,000,000 record) in analytics tool like SPSS to find out meaningful pattern on the passenger traffic.

Managed a delivery team (11 FTEs) and ensured near 100% SLA adherence that led to high customer satisfaction score.

Led the migration of IATA's BSP data interchange (DISH) from ver 20 to ver 22 that consisted of reporting for Airline's Accounting/Sales (HOT) and Agent Report (RET).

Primary point-of-contact to lead and identify client's pain areas, operational

troubleshooting, complaints/objection handling and suggested best practice

implementation on systems solutions

\* Involved in designing solutions with multiple cross-functional delivery teams on complex business functions to improve operational performance, this involved

Partnering with internal and external stakeholders

Conducting workshops and training demos to educate target audience and potential clients

Responsible for project scoping, objective setting, requirements elicitation and documentation

Managing successful relation with different parties

Ensuring on time communication and delivery

\* Led the development of online Round the World Booking Engine for one of the world's leading airline alliances to provide a seamless booking experience to travellers for their multi-city/ country travel. This involved -

Consolidating schedules of 15 carriers on RTW Planner system with no involvement of GDS. Providing online automated route creation support to customers to make the itinerary planning process easier and complying with complex RTW business rules

## **Important**

· Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld

Incorporating an interactive GUI MAP for an appealing booking experience

\* Conducted analysis of NPS survey of a leading GDS and shared actionable insights which led to an improvement of 12% in NPS for YoY 16'. This included

Study of both structured and unstructured data

Analysing more than 15 KPIs (nearly 100 data points)

Use of SPSS and Minitab to develop statistical understanding

Support top management and C-level executive to drive strategic initiatives by leading research assignments on -

Industry research: industry value chain, size and growth outlook, trends and drivers, growth inhibitors and challenges, competitive landscape, Porter's / PESTLE analysis, etc. Competitor intelligence: comparative performance of companies on financial and operational KPIs, relative strengths and weaknesses, etc.

Financial analysis: broad analysis of income statement, ratios, segment performance, etc
\* Supporting the development for Passenger Flow Management Application (PFM) for World's
leading Airport Technology Provider built to increase the operational efficiency of an airport

operations and maximize utilization of available airport space

Created predictive Models for Airport Queue Analyser that monitors, predict and manage queues to minimize wait times.

Improved non-aeronautical revenue optimization (like understanding the retail impact and Optimized retailer opening times to meet customer flow profiles)

Increasing advertising potential revenue opportunities for airport authority

\* Identified and Implemented best practices for customer facing web applications for a leading Airline Carrier which involved

As-is Process Mapping and analysis Business process re-engineering Identifying and defining process KPIs Change management

- L&T Infotech as Software Engineer Nov 2009 to Jan 2012
- HSBC as Customer Care Executive Sep 2008 to Oct 2009

^ Back to Top

#### **Education**

UG: B.Tech/B.E. (Computer Science) from ICFAI UNIVERSITY in 2008

PG: MBA/PGDM (Marketing) from Indian Institute of Management (IIM) Bangalore in 2014

^ Back to Top

#### **IT Skills**

Skill Name	Version Last Used	Experience	
TABLEAU		2 Year(s) 6 Month(s)	
Advanced Excel		4 Year(s) 4 Month(s)	
POWERPOINT		7 Year(s) 3 Month(s)	
SQL		4 Year(s) 2 Month(s)	

^ Back to Top

#### Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓
Hindi	Expert	✓	✓	✓

^ Back to Top

## **Affirmative Action**

## **Work Authorization**

Category: General
Physically Challenged: No

Job Type: Permanent
Employment Status: Full time

^ Back to Top

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