

RAINA KARN

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PROFILE

Senior Analyst – Business Consultant at EY India with experience in **IT Service Management, Automation, and Digital Transformation** across global pharmaceutical and automotive clients. Skilled in building automation tools, analyzing large datasets, and designing digital solutions (Power Apps, Power Automate, Automation with Python, Power BI reports) to streamline operations. Strong consulting presentation and client communication skills with a focus on delivering measurable impact.

EXPERIENCE

EY India – Business Consultant | Senior Analyst
Chennai, India

August 2024 – Present

- Conducted **ITSM maturity assessment** for a global pharma client, benchmarking against industry standards and delivering an actionable improvement roadmap across incident, problem, and change management
- Built a **Python automation framework** to convert complex Word-based vehicle order guides into structured Excel datasets, handling hidden codes, variant logic, and footnotes with 95%+ accuracy. Delivered as a Tkinter-based EXE tool, cutting manual processing from weeks to minutes
- Designed and deployed a **Power App integrated with Power Automate, Power BI reports and SharePoint** for the finance operations, streamlining approval workflows and reducing processing time by ~60%

SKILLS

- **Programming & Tools:** Python (automation, text/data parsing), Advanced Excel, Power BI, Power Apps, Power Automate, SQL
- **Concepts:** IT Service Management (ITSM), Incident Analysis, Process Improvement, Automation Solutions
- **Other Skills:** Client Communication, Storyboarding & Presentation, Cross-functional Collaboration

PROJECTS

ITSM Maturity Assessment (Pharma Client):

Technologies: Advance Excel

- Benchmarked **ITSM processes** (Incident, Problem, Change Management) against industry standards using maturity models.
- Defined KPIs (MTTR, **SLA Compliance**, First Call Resolution) and identified improvement opportunities
- Delivered actionable insights with benchmarking data to leadership and proposed **10+ solutions** to overcome those

RPA Finance Project (Automotive Client):

Technologies: Power Apps, Power Automate, Power BI

- Built a **Power App integrated with Power Automate, Power BI reports & Sharepoint** as database for the finance team to manage reporting budget, forecast and approvals
- Designed workflows for automation using Power Automate, improving reporting efficiency by ~60%
- Created structured data models ensuring easy accessibility and consistency across finance operations

Python Automation Project (Automotive Client):

Technologies: Python

- Developed a **Tkinter**-based EXE application to convert complex Word-based vehicle order guides into Excel, handling hidden codes, multi-format tables, and footnotes with 95%+ accuracy
- Integrated **SharePoint API** (tested via Hopscotch) into the Python code to fetch real-time model/variant data, eliminating manual updates and ensuring live accuracy
- Delivered the solution to business teams, enabling non-technical users to run the tool seamlessly and reducing processing time from weeks to minutes

EDUCATION

SRM Institute of Science and Technology
Bachelor in Technology - Electronics & Communication Engineering

Sep 2020 - June 2024
Chennai

CERTIFICATION

- Power BI – Business Intelligence for Beginners to Advance
- Microsoft Applied Skills: Create agents in Microsoft Copilot Studio