



# RISHIKESH V R

Operations Analyst | +971 589523390 | rishikeshvr074@gmail.com | Dubai, UAE

## PROFESSIONAL SUMMARY

Analytical Operations Professional with expertise in process improvement, data analysis, and performance optimization across telecom and technical environments. Skilled in identifying operational inefficiencies, developing data-driven strategies, and implementing solutions that enhance productivity, reduce costs, and improve service quality. Experienced in project coordination, cross-functional collaboration, and stakeholder management to drive informed decision-making and sustainable business growth. Committed to leveraging analytical insights to support strategic planning and operational excellence in fast-paced, evolving organizations.

## KEY SKILLS

- Cost Analysis and optimization
- MDU Infrastructure Planning
- Bill of Materials (BOM) Preparation
- Data Analysis & Validation
- Workflow Automation & Optimization
- Agile Project Methodologies
- Technical Documentation & Reporting
- Stakeholder & Vendor Coordination
- Process Compliance & Quality Assurance
- SQL for Database Querying
- Strong Communication and Collaboration Skills

## WORK EXPERIENCE

### SYSTEM ENGINEER

TATA CONSULTANCY SERVICES (BT OPENREACH PROJECT), BANGALORE, INDIA | 2022 – 2025

#### INFORMATION PROCESS ENABLER (1 YEAR)

- Collected, verified and updated information in internal systems to maintain accurate records.
- Prepared reports to track project progress and performance.
- Coordinated with field engineers and planners for smooth workflow.
- Identified data gaps and followed up to ensure accuracy.
- Supported process automation using AI tools, reducing manual errors.
- Ensured all work complied with BT Openreach quality and operational standards.

#### OPERATIONS ANALYST (2 YEARS)

- Collaborated with cross-functional teams to identify and resolve operational issues, enhancing workflow efficiency by 15%.
- Designed and planned fibre-to-the-premises (FTTP) connections, applying technical and analytical skills to support infrastructure projects..
- Implemented process improvements that reduced costs by 10% and increased data accuracy through data-driven analysis.
- Developed and maintained performance reports, KPIs, and dashboards to monitor operational metrics and support decision-making..
- Monitored service level agreements (SLAs) to meet client expectations consistently.
- Collaborated with engineers and field teams to verify designs and resolve technical issues.
- Assisted in cost estimation, material planning, and approvals to support project delivery.
- Supported quality audits and ensured compliance with company standards.
- Handled customer queries and issues promptly to maintain satisfaction.
- Utilized AI and analytics tools to analyse operational data, generate insights, and produce detailed reports.
- Evaluated compliance data during quality audits to detect gaps and drive continuous improvement initiatives.
- Followed company policies and safety procedures to ensure smooth project operations.

## EDUCATION

### BACHELOR OF ENGINEERING (ELECTRONICS & COMMUNICATION)

VISVESVARAYA TECHNOLOGICAL UNIVERSITY / 2021

## CERTIFICATIONS

- Free Code Camp Responsive Web Design
- Generative AI Mastermind
- Microsoft and LinkedIn Build Your Generative AI Productivity Skills with Microsoft and LinkedIn
- ServiceNow IT Leadership Professional Certificate
- Generative AI for Marketing and Sales with Microsoft 365 Copilot Professional

## SOFTWARES & TOOLS

- Generative AI Tools: Microsoft 365 Copilot, Perplexity, ChatGPT, Prompt Engineering
- Power BI for Visualization
- GIS and Telecom Design Tools

## LANGUAGES

English (Fluent) | Hindi (Fluent) | Malayalam (Native)

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