

**Contact**

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**Improve Voice of**

**Process Internal**

**Customer**

**On-time Improve**

**Delivery Product**

**Top Skills**

Project / Support Delivery Business Intelligence Dimensional Data Modeling Data Visualization

**Certifications**

Introduction to Data Studio (2021) Microsoft PowerBI Desktop for BI (2021) Power BI for Marketers (2019)

Certified ScrumMaster® (CSM®) (2019) Tableau 10 A-Z: Hands-On (2018)

The Data Scientist’s Toolbox (2014)

Certificate Program in Predictive Analytics (2013)

**Tools of the Trade**

Azure Boards Jira

Sisense SAP BODS MS SQL

Tableau

Power BI

Reporting and Insights

Dashboard /

Reports

Data Warehousing

Metadata /

Actionable

Insights (CISDA)

Master data

Integration / ETL

Information Modeling

Data Quality

Cleansing &

Standardization Audit & Assessment

Santhosh Kumar Prabhakaran

Operations | Agile | Delivery | Visualization | ETL | Dimensional Modeling

MBA – Deakins University (in progress) PGPM – IMT Ghaziabad (2021-2022)

BSc – RVS CAS (Bharathiar University)

# Summary

Seasoned manager with experience across media analytics, retail analytics, and telecom having set up and run support operations and delivered product increments using Agile methodology as well as Business Intelligence projects setting up data warehousing, cleansing, mining, visualization, and harmonization

### Capgemini

Manager (May 2022 – Current)

* Reduced MTTR by 50% over 3 months
* Operationalized observability with Splunk-based alerts on Slack
* Automated incident creation and tracking
* Anchored MBR / QBR with client
* Implemented Ops readiness as a precondition for major releases

### Firefly Market Research India Pvt Ltd (Kantar)

Senior Project Manager (Nov 2019 – May 2022)

* Set up production support for Athena
* Improved time to dashboard from around 3 days down to 15 minutes per module
* Automated attendance tracking
* Created an early warning system showcasing dependencies and delays within sprint

### Kantar (Formerly Gain Theory / Meritus Analytics)

Senior Project Manager (Jan 2015 – Nov 2019)

* Designed and implemented an end-to-end embedded multi-tenant scalable BI visualization solution using Sisense housing 50+ clients
* Automated data harmonization and analytic/master flat file generation
* Created one-view of the customer enabling daily AMC and bimonthly cross/up sell digital campaigns for Asia’s largest direct-selling firm

**Sierra Infosys Inc.**

SAP BO Consultant (Jun 2013 – Dec 2014)

* 35% improvement in TYLY report for an apparel major in US
* 30% improvement in ETL performance by moving SQL SPs to BODS jobs

### CBay Systems (I) Pvt. Ltd. (Formerly Spheris / Healthscribe)

Team Lead (Feb 2002 – Sep 2011)

* Managed a team of 35+ MLS meeting all SLAs
* Reduced cost by bringing proofrate down to 20% from 65%
* Created benchmarking and socialized daily performance metrics