

## SUMMARY

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Strategic Business, Technology Analyst with 9 years of experience driving digital transformation and process optimization for global enterprises. Proven ability to lead the end-to-end project lifecycle, from conducting fit-gap analysis and documenting requirements to managing UAT and post-implementation support. Expert in translating complex business problems into **data-driven, analytics-backed technology solutions**, managing multi-vendor projects in an Agile environment, and supporting business development through proposal creation.

## EXPERIENCE

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### DEPAUL UNIVERSITY

#### *Data Analyst (Part Time)*

*January 2025-Present*

- Extracted and cleaned large datasets using MySQL, analyzed 15+ demographic and academic variables to identify trends, designed Qualtrics surveys for targeted data collection, and developed Tableau dashboards for 8 colleges, enabling data-driven decisions that improved student engagement while automating reporting to save time and reduce manual effort.

### DELOITTE TOUCHE TOHMATSU LIMITED

#### *Manager –Customer Strategy and Digital Transformation*

*August 2021-January 2025*

- Actively contributed to client pursuits activities and supported sales efforts by drafting the functional and technical solution sections for proposal development and RFI/RFP responses.
- **Led digital transformation** for a \$1B conglomerate (Manufacturing to insurance service provider), directing the end-to-end implementation of **Oracle Cloud ERP, focusing on core Finance (AP, AR, GL, FA, Procurement), SCM and Human Resources (HR) modules** across four diverse business sectors.
  - Spearheaded the solution design phase by assessing **as-is processes**, conducting comprehensive **gap analysis**, and translating findings into detailed **business requirements**.
  - Drafted formal RFP/RFI documentation and led the Systems Integrator (SI) evaluation, negotiation, and onboarding process.
  - Managed project delivery and team workflows using **Agile methodologies**, ensuring iterative progress and business-focused delivery in alignment with PMO initiatives.
  - Presented project KPIs, risk mitigation strategies, and milestone progress to the executive steering committee in monthly governance meetings, ensuring continuous stakeholder alignment.
  - Maintained a **requirements traceability matrix (RTM)** and designed/managed the **User Acceptance Testing (UAT) phase**, successfully validating that system functionality met all documented business needs.
  - Acted as the central liaison between business stakeholders and technical SI teams, facilitating clear communication and driving the successful configuration of **Oracle Cloud modules (AP, AR, GL, FA, Procurement)**.
  - Drove system adoption by developing comprehensive documentation and delivering end-user training, ultimately supporting go-live and post-implementation stability.
  - Owned the post-implementation support and stabilization phase, leading the troubleshooting of **critical go-live issues** to ensure seamless system adoption and value realization
  - Managed **project financials** by developing resource budgets, conducting effort estimation, and tracking costs to ensure delivery aligned with financial targets and client expectations.
- **ERP fit-gap analysis for a \$1.9B USA based telecom infrastructure provider**
  - Led a strategic fit-gap analysis to guide a digital transformation initiative, supporting IT strategy and software selection
  - Gathered and documented high-level (L3) business requirements from key stakeholders to establish evaluation criteria for new systems and processes.
  - Conducted a comprehensive technology evaluation of **SAP, Oracle, and Microsoft Dynamics**, analyzing functional fit, technical architecture, and total cost of ownership.
  - Presented a data-driven recommendation and a business case that identified the optimal ERP solution to streamline operations and support future growth.
  - Supported the client team during vendor demonstrations, facilitating discussions and evaluating out-of-the-box solution capabilities against predefined business requirements.
- **Business Process Improvement & Automation | USA based Utility Data aggregator**
  - Assessed the end-to-end as-is utility billing process within a complex, multi-vendor environment, identifying critical inefficiencies in OCR data capture and a high false-positive rate from an Amazon-based audit system that drove significant customer complaint costs (\$12 per ticket).
  - Designed and recommended a to-be process that leveraged a low-code/no-code automation framework to drive continuous improvement, directly addressing data quality issues at their source.
  - Presented the business case and solution design, which integrated with DevOps capabilities (Jenkins) and Agile project management tools (Jira) to ensure seamless technical implementation and tracking.
  - Drove the successful implementation, resulting in a 10% reduction in manual effort and boosting end-to-end process automation from 76% to 85%, significantly lowering operational costs and customer friction.

## PROTIVITI MIDDLE EAST MEMBER FIRM

### Assistant Manager - Data and Analytics Services

February 2019-July 2021

- Redesigned MENA distribution network for Retail Sector, consolidating 8 warehouses into 5 regional hubs through data-driven demand modeling, achieving 18% faster fulfillment and \$4.2M annual cost savings.
- Designed and implemented real-time Tableau dashboards to monitor risk-based internal controls, integrating over 35 HR KPIs and 40 Procure-to-Pay (P2P) KPIs based on past observations and risk assessments. Enabled the CIO and CFO to maintain robust internal controls while saving 18% of the internal audit budget by reducing FTEs through automation and streamlined monitoring.
- **SOX Compliance:** Conducted design and operational effectiveness testing of key financial reporting controls; identified gaps in revenue recognition and procurement, recommending remediations that reduced potential material misstatements.

## GRANT THORNTON INDIA LLP

### Consultant - Business Advisory

April 2016-January 2019

- Developed a Detailed Project Report for a State Government's Unified Digital Infrastructure initiative by analyzing demographic and economic data using SWOT and PESTEL frameworks. Created a competitive pricing strategy and a 7-year financial model with a dashboard to track key metrics like IRR and payback period, including sensitivity analysis to support client decisions.
- Undertook financial and commercial due diligence for NBFC to help in executing investment decisions.
  - Studied business plans and financial models backed by thorough industry research and statistical data, forming basis of capital budgeting/investment decision by clients for greenfield projects.
  - Conducted quantitative analysis of financial data to forecast revenue, identify future trends, and assess risk associated with capital expenditures.

## ADDITIONAL

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- **Dean's Scholastic Award**, DePaul University – For outstanding academic performance in MS Business Analytics program
- **Winner** – Microsoft HackWithChicago 2025 Hackathon – Built an AI-powered driver safety platform using real-time data, RAG, and Pathway
- **Top 5% Performer, Deloitte**– Recognized for excellence in consulting engagements across digital transformation and financial modeling
- **Protiviti Global Consulting Challenge** – Dubai | Most Innovative Award
- **Business Skills:** Critical Thinking, Project Management, Team Management, Stakeholder Management, Client Relationship.

## EDUCATION

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### DEPAUL UNIVERSITY, KELLSTADT GRADUATE SCHOOL OF BUSINESS

Chicago, IL, US

*MS, Business Analytics – Supply Chain Management*

*November 2025 (Expected)*

### SYMBIOSIS INTERNATIONAL UNIVERSITY

India

*MBA - System & Finance*

*March 2016*

### GUJARAT TECHNOLOGICAL UNIVERSITY

India

*BE - Electronics & Communication*

*March 2014*

## CERTIFICATIONS

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- Alteryx Designer Cloud Core
- Oracle Fusion Cloud Applications SCM Certified Foundations Associate
- Oracle Cloud Data Science Professional
- Databricks Fundamentals
- AWS Certified Cloud Practitioner
- ITIL® v3 Foundation