

Sudheesh S

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Summary:

Results-driven **Business Analytics graduate student** with **8+ years of experience** in **program management, data-driven decision-making, and process optimization**. Adept at leveraging **SQL, Python, Power BI, and Tableau** to analyze business performance, drive operational efficiencies, and improve customer experience. Proven ability to lead large teams, implement **Lean Six Sigma methodologies**, and deliver **data-backed insights** for business growth. Seeking a **Summer 2025 internship** in **Business Analytics, Data Science, or Strategy & Operations**, applying advanced analytical techniques to real-world business challenges.

Skills:

Business & Analytics:

- **Data Analytics & Visualization:** SQL, Power BI, Tableau, Python, R
- **Business Intelligence & Forecasting**
- **KPI Measurement & Performance Optimization**
- **Customer Success & Retention Strategies**
- **Process Improvement (Lean Six Sigma Green Belt)**

Technical Proficiency:

- **Programming:** Python (Pandas, NumPy, Matplotlib), SQL, R
 - **Tools:** Power BI, Tableau, MS Excel (Pivot Tables, Macros, Power Query, VLOOKUP)
 - **Machine Learning & Predictive Analytics (Basics)**
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Education:

Roosevelt University, Chicago, Illinois, United States

Master of Science in Business Analytics, Expected Completion by May 2026

- GPA – 4.0

School Of Engineering, CUSAT, Ernakulam, Kerala, India

Bachelor of Technology in Electronics & Communication Engineering, Apr 2016.

- GPA – 7.1/10

Maharajas Technological Institute, Thrissur, Kerala, India

Diploma in Electronics, April 2012.

- GPA – 8.4/10
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Work Experience

Sutherland Global Services

Senior Associate Manager, Service Delivery Management | Sep 2023 – Aug 2024

- **Optimized** customer service operations for **4 business lines** by **leveraging Excel and Power BI** and reducing **customer inquiries by 60%**, achieving **\$900K in annual savings** with the **Journey Mapping** exercise.
- **Designed and automated business performance dashboards (Excel & Power BI)**, increasing **reporting efficiency by 40%** and improving data-driven decision-making.
- **Led forecasting initiatives** by analyzing **workforce trends**, improving **staffing allocation**, and ensuring optimal service delivery through predictive analytics.
- **Drove customer satisfaction improvement** by implementing **Lean Six Sigma strategies**, enhancing CSAT scores by **3%** through data-backed process optimizations.

Associate Manager, Service Delivery Management | Dec 2021 – Aug 2023

- **Managed** service delivery for **2 business units (90+ employees)**, maintaining **100% compliance** with **KPI benchmarks and performance targets**.
- **Developed and deployed a predictive workforce model using MS Excel**, increasing **scheduling accuracy and reducing overtime costs by 15%**.
- **Led data analytics initiatives**, utilizing **Minitab and Excel** to **identify process inefficiencies**, resulting in a **2.73% increase in operational performance**.
- **Created real-time performance tracking dashboards** in both **Excel & Power BI**, enabling leadership to make faster, data-driven decisions and improving response time to service issues.
- **Increased successful service delivery by 7%**, earning **14 consecutive vendor awards for operational excellence**.

Lead, Service Delivery Management | Dec 2019 – Nov 2021

- **Designed business intelligence dashboards** to track **real-time customer service KPIs**, enabling managers to **proactively address performance gaps**.
- **Identified key trends in customer escalations** by conducting **trend analysis**, reducing complaints by **30%** through targeted

process improvements.

- **Automated performance tracking reports**, saving the team **5+ hours per week** and enhancing efficiency in decision-making.
- **Conducted A/B testing on customer service scripts**, leading to a **16% increase in first-call resolution rates**, improving overall customer experience.

Senior Associate | Subject Matter Expert | Sep 2017 – Nov 2019

- **Led and mentored** a team of **20 customer service representatives**, improving **first-call resolution rates above 90%**, resulting in **7 consecutive "Best Team Leader" recognitions**.
- **Introduced a data-driven feedback model (DIRECT framework)** that enhanced employee development, leading to a **2.4% increase in efficiency** and improved customer satisfaction.
- **Developed real-time performance monitoring reports** using **Excel (Pivot Tables, Power Query)**, improving adherence to service level agreements (SLAs) and identifying bottlenecks.
- **Implemented handle time reduction strategies**, using **process automation and script optimization**, cutting average handle time by **~70 seconds per interaction**.
- **Designed and launched a bi-hourly performance reporting system**, enabling **100% service level compliance** by tracking and resolving service delays in real time.

Associate | Customer Service Representative | Jun 2016 – Aug 2017

- **Resolved** an average of **72 email or 55 chat inquiries daily**, maintaining a **first-call resolution rate of 92%** and earning the **"Best Performer" award for 6 consecutive months**.
- **Developed an in-depth product knowledge training program**, leading to a **reduction in customer escalations to 0% for newly onboarded representatives**.
- **Spearheaded customer appreciation initiatives**, nominating **3 high-value clients for the CS Give Back program**, with **1 case approved**, strengthening customer retention.
- **Orchestrated surprise loyalty gift deliveries**, enhancing customer engagement and earning the **"Customer Obsession" award** for outstanding service.

Certification:

Lean Six Sigma Green Belt – Led process improvement projects reducing operational inefficiencies, increasing customer satisfaction by 3%.

Google Data Analytics Certificate (in progress)

Reference:

- ❖ Cody Nerby | Amazon.com | nerby@amazon.com | +1 (701) 770 0553
- ❖ Riyaz K I | Sutherland Global Services | Riyaz.ki@sutherlandglobal.com | +91 (984) 695 1526