# VIKRANT THENGE
## Senior Analytics Manager – Planning, Forecasting & Performance

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## PROFESSIONAL SUMMARY

- **Senior Analytics Manager** owning **forecasting, capacity planning, and KPI frameworks** across **multi-location operations**, directly supporting **leadership planning and risk decisions.**
- Led **workforce and performance planning analytics**, delivering **15–25% improvement in planning accuracy** and **earlier risk visibility** through **scenario modeling and structured KPI reviews**
- **Owned planning, performance, and risk analytics** used directly in **leadership staffing decisions, SLA governance, and periodic business reviews.**
- Experience working with **cloud-based analytics platforms (AWS, Databricks)** and collaborating on **Azure-based BI and data modeling layers** to support enterprise analytics delivery.

## CORE CAPABILITIES

- **Decision Analytics & Planning:** Workforce and capacity forecasting, scenario modeling, and what-if analysis supporting leadership planning and risk decisions
- **Performance & Risk Management**: KPI frameworks, SLA/OTP analytics, and operational risk indicators driving structured performance reviews and timely intervention
- **Analytics Automation**: Automation of recurring reporting and analytics workflows, reducing manual effort and shortening decision cycles
- **Business Intelligence**: Decision-ready Power BI dashboards (data modeling, DAX) for executive reporting and performance monitoring
- **TOOL STACK:** Python (pandas, scikit-learn), SQL, Power BI, Excel automation, Streamlit, AWS (EC2, S3), Databricks

## SELECTED BUSINESS IMPACTS

- **Cut manual reporting and analysis effort by ~40–50%** by automating recurring analytics and MIS workflows using Python and SQL, improving data consistency and turnaround time.
- **Improved staffing and workload planning accuracy by ~15–25%** through demand forecasting and scenario-based capacity models used in periodic planning reviews.
- **Strengthened SLA and operational risk visibility** by standardizing KPI dashboards covering delay drivers, resource gaps, and performance thresholds across operations.
- **Accelerated leadership decision cycles** by replacing reactive reporting with automated, forward-looking insights used in weekly and monthly performance reviews.

## FEATURED PROJECTS

### Workforce & Resource Forecasting System
- Owned forecasting and scenario models comparing workload versus manpower to support staffing, capacity planning, and SLA risk mitigation.
- Embedded forecasting outputs into leadership dashboards used for periodic planning and what-if decision analysis.

### Performance & SLA Analytics Framework
- Designed and governed KPI dashboards tracking SLA/OTP performance, delay drivers, and operational bottlenecks across operations.
- Enabled timely intervention and structured, data-driven performance reviews at leadership and management levels.

### Predictive Maintenance Risk Framework
- Developed a risk-based analytics framework to identify high-risk components ahead of potential failure events.
- Supported preventive maintenance prioritization and improved operational reliability through early risk signaling.

### Operational Feedback & Sentiment Insights
- Built analytics workflows to classify customer and operational feedback for service quality monitoring and issue detection.
- Improved visibility into recurring service issues, enabling faster prioritization and corrective action.

## PROFESSIONAL EXPERIENCE

**Analytics Consulting & Portfolio Engagements| Remote**          08/2024 – Present
- Owned forecasting, capacity planning, and performance analytics initiatives, enabling leadership planning and risk decisions across operations-heavy environments.
- Automated recurring analytics and reporting workflows using Python and SQL, reducing manual effort by **~40–50%** and improving decision turnaround time.
- Drove multi-workstream analytics delivery, ensuring quality, prioritization, and stakeholder alignment

## TECHNICAL SKILLS

**Analytics & Decision Enablement:**
- Forecasting & planning
- Scenario modelling
- Capacity & workforce planning
- Operational risk indicators
- Decision-support analytics

**Performance Management & Reporting:**
- KPI frameworks
- SLA / OTP analytics
- Executive dashboards
- Performance review reporting

**Analytics & Automation:**
- Python
- SQL
- Excel
- Automation of recurring analytics and reporting workflows

**Business Intelligence:**
- Power BI (data modelling, DAX)
- Leadership and management dashboards

**Forecasting & Modelling:**
- Time-series forecasting
- Scenario and what-if models
- Operational risk models

## TOOLS & PLATFORMS (SUPPORTING):
- AWS (EC2, S3)
- GitHub

## CERTIFICATIONS

Data Science Program (Applied Analytics & Forecasting)
Google Data Analytics Professional Certificate
AWS Cloud Practitioner
Databricks Lakehouse Fundamentals
Generative AI Foundations

## EDUCATION

B.Sc. Computer Science
*North East Frontier Technical University*

## LANGUAGE PROFICIENCY

English
Marathi
Hindi
Japanese

**Operations & Performance Manager (Analytics-Focused)**          11/2023  –  07/2024
UNACL                                                                                    Mumbai
- Owned KPI frameworks covering staffing gaps, SLA risk, and delay drivers, translating operational issues into decision-ready leadership dashboards.
- Improved planning accuracy and decision timeliness by automating weekly and monthly performance reporting cycles.

**Applied Analytics Engagements (Independent & Consulting)**          2022–2023
- Delivered forecasting models, KPI frameworks, and reporting automation to support operational planning and performance reviews.
- Built Python-based analytics workflows and dashboards to address recurring planning and execution challenges.

**Operations & Performance Supervisor (Analytics)**          07/2019 – 08/2022
All Nippon Airways                                                          Chennai & Mumbai
- Analyzed turnaround efficiency, resource utilization, and SLA performance to support station-level planning and operational reviews.
- Standardized reporting processes, improving data accuracy and consistency across operational teams.

**Operations Analyst**                                                          12/2016 – 06/2019
Garuda Indonesia                                                                    Mumbai
- Analyzed vendor delays, SLA performance, and resource utilization to support planning and performance accountability.
- Provided structured analytical insights to strengthen operational decision-making.

**💼  EARLIER EXPERIENCE (2004–2015)**
- MIS and operations roles across Cathay Pacific, Saudi Arabian Airlines, Alepo Technologies, and BWFS, focused on KPI reporting, operational logs, and performance tracking.