

VIKRANT THENGE

Operations Performance & Analytics Manager

KPI Governance | Capacity Planning | Cost Optimisation | Vendor Performance

PROFESSIONAL SUMMARY

- Operations Performance & Analytics Leader with **15+** years of experience driving KPI governance, capacity optimisation, and vendor performance improvement across high-volume international operations.
- Delivered **₹1.5 Cr** annual cost savings, mitigated **\$25,000** weekly financial risk during station launch, and improved operational reliability by **6-8%** through data-driven governance frameworks and scenario-based forecasting systems.
- Experienced in leading cross-functional teams and controlling operational budgets to drive measurable productivity and cost efficiencies.

PROFESSIONAL EXPERIENCE

Applied Operations Analytics Projects (Independent)

Self-Employed | 08/2024 – Present

- Designed and deployed **9** operational analytics applications using Python, SQL, and Power BI, modelling forecasting, capacity planning, SLA monitoring, and performance governance systems.
- Built scenario-based time-series forecasting tools (ARIMA, seasonality) improving simulated MAPE accuracy by **15-25%** and enabling what-if decision modelling.
- Developed KPI-driven dashboards monitoring throughput, workforce productivity, and delay drivers to replicate enterprise performance review environments.
- Automated recurring reporting workflows and deployed applications on GitHub and cloud platforms (Streamlit/Heroku), reducing manual effort by **40-50%** and demonstrating end-to-end analytics system design.

Station Manager – Operations & Performance Governance

11/2023 – 07/2024

UNACL

Mumbai

- Led station operations managing **5-7 direct reports**, delivering **4-6% productivity gains** through structured KPI monitoring and workforce alignment.
- Structured interim fuel financing mechanism with GSA during supplier contract transition, preventing **~\$25,000 weekly penalty exposure** and ensuring uninterrupted station launch operations.
- Conducted vendor compliance audits and renegotiations delivering **₹5-6 lakh half-yearly cost savings**.
- Controlled operational budgets and enforced SLA governance frameworks to stabilise performance metrics and reduce escalation cycles.

Applied Analytics Engagements (Independent & Consulting)

2022-2023

- Delivered forecasting and performance frameworks supporting operational planning and throughput optimisation initiatives.
- Developed SQL/Python-based analytics workflows to standardise KPI tracking and strengthen governance visibility.
- Implemented dashboard systems monitoring workload, SLA performance, and operational risk indicators.

Supervisor – Flight Operations & Performance Analytics

07/2019 – 08/2022

All Nippon Airways

Chennai & Mumbai

- Architected data-driven vendor performance governance framework by analysing SLA breaches and **throughput variance** using SQL and Power BI, improving operational reliability by **6-8%**.
- Transitioned performance review cadence from quarterly to monthly dashboards, strengthening accountability and accelerating corrective action cycles.
- Standardised KPI tracking across throughput, **SLA adherence**, **delay drivers**, and **resource utilisation** for daily flight operations (**7 weekly movements**), enabling structured leadership reviews and faster corrective action cycles.
- Supported workforce allocation optimisation through workload analysis and capacity modelling.

Flight Operations Officer – Cost & Vendor Governance

12/2016 – 06/2019

Garuda Indonesia

Mumbai

- Led comprehensive vendor audit identifying **₹1.5 Cr annual overbilling exposure**; restructured contracts with SLA-linked billing delivering sustained cost savings.
- Mitigated **₹40-50L regulatory risk exposure** through strengthened compliance monitoring and performance enforcement mechanisms.
- Analysed operational variance and SLA adherence trends driving structured performance improvement initiatives..

EARLIER EXPERIENCE (2004-2015)

- MIS & Operational Support roles across Cathay Pacific, Saudi Arabian Airlines, Alepo Technologies. Focused on KPI reporting, operational logs, performance tracking, and data consolidation.

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CORE COMPETENCIES

Operations Performance & Governance

- KPI Framework Development
- Operational Performance Monitoring
- Capacity & Workforce Planning
- Throughput & Productivity Optimisation
- SLA & Compliance Management
- Vendor Performance Governance
- Cost Optimisation & Budget Control
- Risk Mitigation & Escalation Management
- Performance Review & Corrective Action Frameworks

Analytics & Decision Systems

- SQL (Joins, Aggregations, Window Functions)
- Python (Pandas, Automation, Forecasting)
- Time-Series Forecasting (Seasonality, ARIMA Models)
- Scenario Planning & What-If Simulation
- MAPE Validation & Model Backtesting
- Root Cause Analysis (RCA)
- Power BI Dashboarding & Data Modelling
- Advanced Excel (Variance Analysis, Pivot Tables)

Systems & Platforms

- ERP-Based Operational Reporting & Data Extraction
- Power BI
- SQL
- Python
- Excel
- Tableau
- AWS (EC2, S3)

CERTIFICATIONS

Data Science Program (Applied Analytics & Forecasting)
Google Data Analytics Professional Certificate
AWS Cloud Practitioner
Databricks Lakehouse Fundamentals
Generative AI Foundations
Six Sigma (Working Knowledge – DMAIC Framework)

EDUCATION

B.Sc. Computer Science
North East Frontier Technical University