

# VIKRANT THENGE

## Analytics Manager – Operations & Decision Support

### PROFESSIONAL SUMMARY

- Analytics Manager owning forecasting, capacity planning, and performance analytics across operations-heavy environments.
- Drives leadership planning, staffing, and risk decisions through decision analytics, scenario modelling, and KPI governance.
- Improved forecast and planning accuracy by ~15–25% using demand forecasting and scenario-based capacity models.
- Reduced manual reporting and analysis effort by ~40–50% through automation using Python and SQL.
- Enabled faster leadership decision cycles by replacing reactive reporting with automated, forward-looking dashboards.
- Hands-on with Python, SQL, Power BI, and cloud-based analytics environments (AWS, Databricks).

### CORE CAPABILITIES

- Decision Analytics & Planning** - Forecasting & planning - Scenario modelling & what-if analysis - Capacity & workforce planning - Decision-support analytics
- Performance & Risk Management** - KPI frameworks - SLA / OTP analytics - Operational risk indicators - Executive performance reviews
- Analytics Automation & BI** - Python & SQL automation - Power BI dashboards (data modelling, DAX) - Executive & management reporting
- Tools & Platforms** - Python | SQL | Power BI | Excel automation - AWS | Databricks | GitHub | Tableau (working knowledge)

### SELECTED BUSINESS IMPACTS

- Cut manual reporting and analysis effort by ~40–50% by automating recurring analytics workflows, improving data consistency and turnaround time.
- Improved staffing and workload planning accuracy by ~15–25% through 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.
- Accelerated leadership decision-making by replacing static reports with automated, forward-looking insights used in weekly and monthly 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 Manager – Operations & Decision Support | Analytics Consulting & Engagements (Remote) 08/2024 – Present

- Lead operations-focused analytics initiatives delivering decision-ready dashboards, KPI frameworks, and performance insights for leadership.
- Build and maintain SQL and Power BI reporting layers for workload tracking and capacity planning, improving forecast accuracy by ~15–25%.
- Automate analytics workflows and data pipelines using SQL and Python, reducing manual reporting effort by ~40–50%.
- Integrate forecasting outputs, KPI insights, and performance metrics into recurring leadership planning and review cycles.

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### 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 & Modeling:

- Time-series forecasting
- Scenario and what-if models
- Operational risk models

### TOOLS & PLATFORMS:

- 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 &amp; 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.