

VIKRANT THENGE

Senior Analytics Manager – Planning, Forecasting & Performance

PROFESSIONAL SUMMARY

- Senior Analytics Manager owning forecasting, capacity planning, and KPI frameworks across multi-location operations, enabling leadership staffing, capacity, and risk decisions through decision analytics for operations-heavy environments.
- Led workforce and performance planning analytics, improving forecast accuracy by 15–25% and enabling earlier risk identification through scenario modeling and structured KPI reviews.
- Owned decision-support analytics driving leadership staffing decisions, SLA governance, and monthly and quarterly performance reviews across operations.
- Delivered analytics on cloud platforms (AWS, Databricks) and collaborated with Azure-based BI and data modeling teams to support enterprise-scale 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

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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 & 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)**
UNACL

11/2023 - 07/2024
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 AirwaysChennai & 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 IndonesiaMumbai
- 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.