VIKRANT THENGE
Senior Analytics Manager – Decision Analytics & Planning

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PROFESSIONAL SUMMARY

- Senior Analytics Manager focused on converting operational challenges into forecasting models, KPI frameworks, and decision-support systems used by leadership teams
- Strong background in capacity planning, performance analytics, and automation across operations-heavy environments.
- Improved planning accuracy, reduced operational risk, and shortened decision cycles through forecasting and performance analytics.

CORE CAPABILITIES

- **Decision Analytics & Planning:** Forecasting, scenario modelling, capacity & workforce planning
- **Performance Management**: KPI frameworks, SLA/OTP analytics, operational risk indicators
- **Automation & Data Workflows:** Python + SQL automation, ETL pipelines, reporting optimization
- **Business Intelligence:** Power BI dashboards, executive reporting, performance reviews
- **Stakeholder Engagement:** Leadership decision support, requirements translation, documentation

SELECTED BUSINESS IMPACTS

- Reduced manual reporting and analysis effort by **40–50%** through Python- and SQL-driven automation.
- Improved staffing and workload planning accuracy using demand forecasting and scenario models.
- Increased visibility of SLA, delay drivers, and resource gaps through standardized KPI dashboards.
- Enabled faster and more consistent leadership decision-making via timely, automated insights.

FEATURED PROJECTS

Workforce & Resource Forecasting System
- Forecasted workload versus manpower using scenario models to support staffing, capacity planning, and SLA risk mitigation.
- Integrated forecasting outputs into leadership dashboards for planning and what-if analysis.

Performance & SLA Analytics Framework
- Designed KPI dashboards to monitor SLA/OTP performance, delay drivers, and operational bottlenecks.
- Enabled timely intervention and structured, data-driven performance reviews.

Predictive Maintenance Risk Framework
- Developed a risk-based analytics approach to surface high-risk components before failure.
- Supported preventive maintenance prioritization and operational reliability.

Operational Feedback & Sentiment Insights
- Built analytics workflows to classify customer and operational feedback for service quality monitoring
- Improved service quality visibility and issue prioritization.

PROFESSIONAL EXPERIENCE

Analytics Consulting & Portfolio Engagements| Remote   08/2024 – Present
- Led forecasting, performance analytics, and automation initiatives supporting operational and staffing decisions.
- Built automated reporting workflows using Python and SQL, reducing manual effort by **40–50%.**
- Delivered decision-oriented analytics solutions integrated into dashboards and lightweight tools.

Operations & Performance Manager (Analytics-Focused)   11/2023 – 07/2024
UNACL   Mumbai
- Owned performance analytics for staffing gaps, SLA risk, and delay drivers.
- Automated weekly and monthly reporting cycles to improve decision freshness.
- Translated operational challenges into measurable KPIs for leadership visibility and action.

TECHNICAL SKILLS

Analytics & Automation:
Python
SQL
Excel
Business Intelligence:
Power BI (DAX, data modelling)
KPI dashboards
Forecasting & Modelling:
Time-series forecasting
scenario modelling
Operational risk models
Data Platforms & Cloud:
AWS (EC2, S3)
Databricks
Streamlit
GitHub
GCP (basic)

CERTIFICATIONS

Data Science Program
Google Data Analytics
AWS Cloud Practitioner
Databricks Lakehouse
Generative AI
SQL
Python
Power BI

EDUCATION

B.Sc. Computer Science
North East Frontier Technical University

LANGUAGE PROFICIENCY

- English — 5/5
- Marathi — 5/5
- Hindi — 5/5
- Japanese — 1/5

Applied Analytics Engagements (Independent & Consulting)   2022–2023
- Delivered forecasting, KPI modelling, and reporting automation initiatives supporting operational decision-making.
- Implemented dashboards and Python-based workflows to address recurring performance and planning challenges.

Operations & Performance Supervisor (Analytics)   07/2019 – 08/2022
All Nippon Airways   Chennai & Mumbai
- Built dashboards for turnaround efficiency, resource utilization, and on-time performance.
- Standardized reporting processes and improved data accuracy across teams.
- Supported station leadership with structured, data-driven operational insights.

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

💼 **EARLIER EXPERIENCE (2004–2015)**

- MIS and operations roles across Cathay Pacific, Saudi Arabian Airlines, Alepo Technologies, and BWFS, focused on KPI reporting, operational logs, performance tracking, and data workflows.