

VIKRANT THENGE

Senior Analytics Manager – Planning, Forecasting & Performance



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Dombivli, Mumbai, India

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, enabling ~15–25% improvement in planning accuracy and earlier risk visibility through scenario modeling and structured KPI reviews.
- Drove decision-cycle reduction and operational risk control by automating analytics workflows replacing reactive reporting with forward-looking performance insights.
- Experience working with cloud-based analytics platforms (AWS, Databricks) and collaborating on Azure-based analytics stacks including BI and data modeling layers.

CORE CAPABILITIES

- Decision Analytics & Planning:** forecasting, scenario modeling, capacity & workforce planning
- Performance & Risk Management:** KPI frameworks, SLA/OTP analytics, operational risk indicators
- Analytics Automation:** Python & SQL automation, recurring reporting, data workflows
- Business Intelligence:** Power BI dashboards, executive reporting, performance reviews
- Partnered with data engineering teams to ensure clean data models, consistent metrics, and reliable pipelines supporting dashboards and analytics delivery

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

- Led 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.
- Led and reviewed analytics deliverables across multiple workstreams, prioritizing initiatives, guiding junior analysts, and ensuring data quality 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.