

VIKRANT THENGE

Data & Operations Analyst | Dashboards • KPI Insights • Forecasting & Reporting



KEY IMPACT HIGHLIGHTS

- Improved reporting and decision visibility using dashboards and KPI tracking, reducing manual review time by **30-40%**.
- Supported operational efficiency improvements across OTP, TAT, and manpower deployment using trend analysis and delay-driver insights, contributing to **5-10%** performance gains.
- Built analytics prototypes using Python, SQL, and Power BI to demonstrate real-world decision-support and workflow automation use cases.
- Combined aviation domain knowledge with analytics skills to interpret operational data, identify bottlenecks, and recommend process improvements.

PROFESSIONAL SUMMARY

- Data Analyst transitioning from aviation operations with hands-on experience in KPI tracking, performance analysis, and reporting automation.
- Skilled in Python, SQL, Power BI, and time-series methods to build dashboards, forecasting workflows, and sentiment/automation prototypes.
- Experienced in converting manual reporting tasks into reusable templates and dashboards, reducing repetitive workload by **20-40%**.
- Strong understanding of cross-team coordination, delay drivers, and service delivery metrics gained through real-world operational environments.

PROJECTS

Customer Analytics Dashboard | Python, PostgreSQL, RFM, K-Means, Streamlit

- Built a full customer-analytics platform processing **430K+** transactions to generate **4,300+** customer profiles
- Applied SQL-powered RFM scoring and K-Means segmentation to identify high-impact behavioral patterns
- Designed automated pipelines that produced **4 behavioral clusters**, a **12-month cohort retention matrix**, and a live Streamlit app with real-time filters, customer lookup, and data export features.

Live Demo: <https://customer-analytic.streamlit.app/>

Financial KPI Analyzer & Forecasting Dashboard | Python, Prophet, Power BI

- Built a financial analytics dashboard with forecasting capability to visualize revenue and cost trends for decision-making.
- Added automated variance checks and alert logic to enable faster visibility into unusual patterns.

Live Demo: <https://kpi-risk-tracker-finance.streamlit.app>

Flight Delay Risk Estimator | Python, Scikit-learn, SHAP, Streamlit

- Developed an ML-based delay-risk estimation prototype with a simple web interface for scenario testing.
- Used SHAP values to interpret feature influence and improve explainability for end-users.

Live Demo: <https://flight-delay-predictor-pulse.streamlit.app>

Service Feedback Sentiment Dashboard | Python, NLP, Streamlit

- Built a text-analysis dashboard using pre-trained NLP models to classify sentiment from survey and CSV feedback.
- Reduced manual review effort by converting long-form feedback into structured visual summaries.

Live Demo: <https://sentiment-analyzer-vikrantthenge.streamlit.app>

PROFESSIONAL EXPERIENCE

Analytics & Portfolio Projects (Self-Driven) – Remote

08/2024 – Present

Transitioning into analytics through hands-on projects and case studies.

- Designed dashboards and reporting templates using Power BI and Excel to support planning and performance reviews.
- Built forecasting and automation workflows in Python to reduce recurring manual reporting steps
- Created multiple end-to-end analytics prototypes aligned to real-world decision-making use cases.

Station Manager (Operations & KPI Reporting)

11/2023 – 07/2024

UNACL

Mumbai

- Tracked OTP, TAT, baggage accuracy, and delay reason codes using daily MIS and incident logs.
- Analyzed delay patterns by shift and recommended crew staggering, contributing to **5-7% OTP improvement** during peak periods.
- Transitioned manual reporting to structured digital formats, improving incident escalation and follow-up cycle efficiency by **30-40%**.



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Vikrant Thenge | LinkedIn



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GitHub | Vikrant | (8 Live Apps)



Dombivli, Mumbai, India



Available Immediately



SKILLS & TOOLS

Core Skills

Python, SQL, Excel, Power BI, Data Cleaning, Exploratory Data Analysis (EDA), KPI Analytics, Dashboard Development, Reporting Automation, Time-Series Basics

Supporting Tools & Libraries

Pandas, NumPy, scikit-learn, Streamlit, Matplotlib, Seaborn, SHAP, spaCy, Hugging Face (pre-trained models), GitHub, Jupyter

Cloud & Deployment Exposure

Streamlit Cloud, Hugging Face Spaces, GitHub Actions (basic), AWS (basic), GCP (basic)

Domain Strengths

Aviation & Ground Operations, Resource Planning, Performance Metrics (OTP, TAT), Delay & Root-Cause Analysis, Vendor & Process Coordination



CERTIFICATIONS & LICENSES

Data Science with Python

Business Analysis

Advanced Google Analytics

Advanced Excel

Power BI & Tableau

Cloud Computing (AWS)

Data Analysis with AI Tools (Copilot/Gemini/Claude)

Career Essentials: GitHub Copilot

Databricks Data Engineer Associate

FAA Flight Dispatcher License – B737



EDUCATION

B.Sc. Computer Science

North East Frontier Technical University



LANGUAGE PROFICIENCY

English



Marathi



Hindi



Japanese



Internships – Data Analytics & Reporting | Remote

10/2022 – 10/2023

- Supported analytics case studies involving delay and churn scenarios using Python, SQL, and data exploration techniques.
- Cleaned and prepared datasets for analysis by applying validation rules and preprocessing checks.
- Created reusable notebooks and scripts to streamline repetitive data preparation tasks.

Flight Operations Supervisor

07/2019 – 08/2022

All Nippon Airways

Chennai & Mumbai

- Tracked key operational KPIs including OTP, turnaround time, baggage accuracy, staffing allocation, and delay reasons using daily MIS logs.
- Identified delay patterns by time-slot and process bottlenecks, supporting crew-staggering decisions during peak periods.
- Used Excel-based templates, macros, and reporting checklists to streamline recurring documentation and reduce manual rework

**Operations & Administrative Roles – Aviation & Travel Industry** (2004–2019)

Organizations: Cathay Pacific (via CNS India), Saudi Arabian Airlines, Alepo

Technologies, BWFS, Garuda Indonesia

- Managed flight operations, vendor coordination, and compliance workflows across international airline environments.
- Monitored service metrics including baggage accuracy, lounge occupancy, meal uplift, and document clearance timelines.
- Supported manpower and resource deployment planning during peak traffic to maintain SLA-aligned service delivery.