

VIKRANT THENGE

Senior Analytics Manager | Decision Analytics, Forecasting & Performance Management



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.
- Worked within cloud-based analytics environments (**AWS, Databricks**) and partnered with Azure BI and data teams to support enterprise 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 (Supporting / Working Knowledge):** SQL, Power BI, Excel automation, Python (pandas), Tableau, Streamlit
- PLATFORMS / ENVIRONMENTS:** AWS, Databricks, GitHub

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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Dombivli, Mumbai, India

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 (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.