

# MOHAK WADHWA

Digital Transformation - Business Analyst

Scholarstown Road, Dublin 16, Ireland | T: +353 89 952 4509 | E: [mohak.w@gmail.com](mailto:mohak.w@gmail.com) | L: [LinkedIn](#)

## PROFESSIONAL SKILLS

- Core Skills:** ERP Programme Management, Stakeholder Management, Transformation & Change Management, Business Process Evaluation & Improvement, Requirements Elicitation & Documentation, Process Mapping, PMO Troubleshooting & Governance, Root Cause Analysis & Problem Solving, Workshop Facilitation.
- Technical Skills:** MS Office Suite, SharePoint, Lucidchart, Infogram, CRM, HRMS, Visual Studio, Salesforce, SAP Ariba, SQL Server, ERP (SAP ECC), Payroll systems, Tableau, PowerBI, Python, R, SQL.
- Methodologies:** Lean Six Sigma, Agile, Scrum, Waterfall.

## CERTIFICATIONS

- Certified Scrum Product Owner
- AWS Certified Solutions Architect
- ISO/IEC 42001
- EU AI Act
- Lean Six Sigma
- Certified Data Scientist

## EXPERIENCE

- Deloitte Ireland LLP**, Dublin, Ireland Sep 2022 – Jun 2024  
*Technology Consultant – Technology Strategy & Transformation*  
• Developed ERP modernisation and cloud migration roadmaps, optimising processes and enhancing efficiency across sectors.  
• Directed SAP ECC to Ariba migration, enhancing project tracking and communication across global teams.  
• Led Salesforce cloud migration, automating self-billing and self-service features, boosting user adoption by 25%.  
• Spearheaded workshops to optimise cloud operating models, mapping current/future states, and resolving bottlenecks.  
• Managed teams, crafted RFP responses, and utilised evidence-based market analysis, boosting proposal success by 15%.
- Telus International**, Dublin, Ireland Mar 2022 – Jul 2023  
*Operations Analyst – Customer Success Representative*  
• Collaborated with Customer Experience and Compliance teams on initiatives to improve output quality metrics.  
• Reviewed formation documents for various entity types, assessing activities and associated risks during onboarding.  
• Conducted root cause analysis to identify systemic risk drivers and used Salesforce Admin for application decisions.  
• Utilised web-based tools such as CLEAR and Refinitiv to refine business risk assessment scores.  
• Attended sprint meetings to stay updated on blockchain, DeFi, and Web 3.0 regulations and use cases.
- Computer Land**, Pune, India Jan 2018 – Apr 2019  
*Business Operations Analyst – Enterprise Resource Planning*  
• Implemented ERP services across CMS, PMS, inventory, service management, and HRMS for 35+ SMEs and MSMEs.  
• Created BRDs and functional requirements, translating needs into user stories for streamlined execution and alignment.  
• Led prototyping, testing, training, and implementation, enhancing the process and boosting user adoption.  
• Delivered POCs and used a traceability matrix to automate defect identification and enable user self-service.

## PROJECTS

### Mission Kissan: SaaS Platform for Agricultural Solutions and Direct Produce Sales

- Led the development of a SaaS-based platform for agricultural retail distribution challenges in India.
- Designed the platform to enable direct organic produce sales and fair pricing.

### Uber: Surge Pricing Technology and Ecosystem Integration for Uber

- Developed a surge pricing strategy to boost Uber's profitability by 8% during peak hours.
- Recommended a unified ecosystem with a subscription-based model for all Uber services.

## EDUCATION

- Master of Science in Business Analytics**, Dublin Business School, Ireland Aug 2021  
Relevant modules: Requirements Analysis, Project Management, Data Mining, Business Intelligence & Visualisation
- Bachelor of Engineering in Information Technology**, University of Pune, India May 2019  
Relevant modules: Systems Analysis, Business Process Management, Database Management, IT Project Management