

MOHAK WADHWA

Digital Transformation - Business Analyst

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

EXPERIENCE

Deloitte Ireland LLP , Dublin, Ireland	Sep 2022 – Jun 2024
<i>Technology Consultant – Technology Strategy & Transformation</i>	
<ul style="list-style-type: none">• 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
<i>Operations Analyst – Customer Success Representative</i>	
<ul style="list-style-type: none">• 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
<i>Business Operations Analyst – Enterprise Resource Planning</i>	
<ul style="list-style-type: none">• 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
<i>Relevant modules: Requirements Analysis, Project Management, Data Mining, Business Intelligence & Visualisation</i>	
Bachelor of Engineering in Information Technology , University of Pune, India	May 2019
<i>Relevant modules: Systems Analysis, Business Process Management, Database Management, IT Project Management</i>	