**Gauri Sawant**

Tel: +1 (425)-922-1506, Email: gaurivirkar@gmail.com

Business Systems Analyst with more than 12 years of experience in solving core business problems, identifying customer needs, improving the business processes by analyzing the gaps and user acceptance testing. Thrived to work in diverse domains like shipping and logistics, car rentals and retail merchandising.

## Skills

***Tools & Technologies:*** Tableau, Excel, SQL, Power BI, Visio, Jira, Azure DevOps, Toad, SQL Developer, Oracle Reports, Crystal Reports, Oracle DB, MS SQL Server.

***Product Management****:* Analyzing and elicitation of product requirements, User Persona Stories, Product RoadMap, Wireframes, User Acceptance testing, User Interviews, End User training.

## Work Experience

### Technical Program Manager (July2019 -March2020)

*Savers Value Village, WA, US via Adisys Systems*

*Reinvent Production & Optimization:*

- Responsible for managing the voice integrated *Savers Grade* system for grading merchandize, determined top addressable issues by analyzing the data
- Improved the grading timing from ~22s to ~11s
- Analyzed the data from legacy reporting and provided inputs for the smooth functioning of new inventory management system from the system integration point of view with AX payments and Dynamic CRM
- Created ad-hoc reports using MS Excel and Power BI to find areas for process improvement
- Designed wireframes and prototype to be approved by management
- Took requirements for new modules of Savers Inventory Management system from respective product owners and turned them into epics, features and user stories on Azure DevOps
- Drive the meetings for creation and implementation of UAT test plan
- Enhanced the accuracy and added new metrics to the labor KPI data which is used to evaluate the labor performance
- Prototype created for Inventory Management System brought down the labor cost by 20% to be ramped up for all stores nationwide by FY2020.
- Lead down the plan to all support teams within company, assist in their training and knowledge development
- Created and maintained the support documents to be accessed by developers, test team and training department
- Coordinated across multiple product verticals leading up to successful product release.
- Managed overall agile development life cycle – features prioritization, bi-weekly sprints, daily standups, and team retrospectives.

### Senior Technical Consultant (May2013 - Aug-2018)

*NTT-Data & Dell Services, India*

*Client: Enterprise Holdings, VA, US*

*Car Rentals:*

- Managed entire Car Rental booking lifecycle from booking a rental to return of the car.

- Brainstormed the requirements for Future Payments Platform project
- Wrote Concept docs, created initial mock-ups.
- Worked with developers and testers to deliver key features on time
- Responsible for changes done to the critical payments module which required additional expertise and responsibility being key revenue impacting piece with almost 0 downtime
- Drove the decision of new form modules and carrying out the compliance related changes in existing modules.
- Analyzed the root cause for most of P0 issues and worked with project manager in prioritizing required changes for respective releases as per impact
- Identified unused/underused features like Frequent Flyer to improve/remove them from system to increase impact, reduce development and maintenance cost

## Senior Systems Analyst (Aug2007 - Jan2013)

*Great Eastern Shipping Company, Mumbai, IN*

*Responsible for managing modules related to Fleet management, Shipping Chartering and Operations and Employee Information in in-house developed Oracle ERP based on Oracle Apps platform.*

- Decoupled 3rd party software used for Shipping and Operations, re-designed the screens with minimal changes that saved per year $300K license renewal cost
- Integrated with Accounting module for Oracle ERP, that resulted in generating critical MIS like Ship Downtime with reduced ETA from 10 days to 1 day
- Generated reports used by CEO and COO for critical business decisions.
- Worked on for migration of Oracle forms to dotnet for which most of business logic from front end Oracle forms was transferred to *SQL* database procedures, so the applications would be called from main share point page using single sign-on.
- Designed applications for performance appraisal of fleet management staff, which would be sent by ship captain from through an excel and that would be retrieved via mail in Oracle DB to signed by on-shore ship supervisor, and Quarterly, half yearly performance appraisal reports were generated. In-house IT developed this application within deadline and saved $100K for the business.
- Conducted training sessions for 50 ships crew staff and 4 shore teams across verticals.
- Developed and deployed Fleet Metrics Measurement feature in Fleet Management System in compliance with DGS India guidelines

## Awards and Recognition

**Silver Award -** NTT Data Services, vital contribution for FPP project 2017

Implemented Future Payments Platform with integration of 3rd party device for Payment services for secure end to end payments.

**Outstanding performer -** GE shipping, COINS project 2012

Successful implementation of Chartering Operations and Invoicing applications fully integrated with Oracle ERP saving $300K for the company.

## Academic Details

**Bachelor of Engineering (Computer Science)** Mumbai University - 2007