

# Bhushan Patil

Business Intelligence Consultant

## Profile

Dynamic Data & Business Analyst with over 10 years of experience in leading impactful data projects, seeking to transition into an IT Project Manager role. Expertise in data analysis, team leadership, and project delivery has facilitated the implementation of advanced analytics solutions that align with strategic business goals. Proficient in tools such as Tableau and SQL, with a strong foundation in data visualization and forecasting. Committed to fostering a data-driven culture and enhancing decision-making processes, ensuring that teams are equipped to drive success in IT initiatives.

## Employment History

### Manager - Business Intelligence at Reliance Foundation Hospital, Mumbai

April 2014 — April 2025

Process oriented analyst & Project Lead with 10+ years of experience

- Led cross-functional analytics teams to implement data tracking strategies, enabling performance measurement through advanced dashboards and KPIs aligned with business objectives across operations and finance functions.
- Provided consulting on web analytics tool selection and implementation, supporting platform integration and enhancements to improve data capture, analysis accuracy, and business decision-making processes.
- Collaborated with development teams to implement and configure analytics tools like Tableau and Power BI, ensuring robust data collection across digital platforms and enterprise systems.
- Delivered training, created technical documentation, and supported UAT/testing for analytics implementations; built strong client relationships to promote data-driven culture and long-term business value.

### Sr. Executive Customer Relations at OBEROI Mall, Mumbai

June 2011 — April 2014

- Ensuring proper floor management of 5.30 Lakh Sq.FT - Oversee agencies activities
- To ensure timely MIS and reporting - Prepare Daily Manager on duty reports - Training and development for housekeeping and Front desk staff on “Customer First”.

## Details

Mumbai

India

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## Skills

Leadership Skills

Project Management Professional

Ability to Multitask

Ability to Work Under Pressure

Adaptability

Data Visualization

Natural Language Processing (NLP)

Prompt Engineering

## **HR Administrator at Accenture India, Mumbai**

December 2009 — October 2010

- Handled recruitment calls, interview scheduling, candidate vetting, and onboarding including inductions, contract drafting, and pre-employment checks.
- Managed HR issues including misconduct, maternity leave, redundancies, and advised on grievance procedures, promotions, transfers, and pay adjustments.
- Supported HR process improvements, maintained databases, provided references, and organized team brainstorming to enhance existing recruitment and employment procedures.

## **Passenger Services Assistant at Carnival Corporation UK, P&O Cruises Ltd, Southampton**

November 2007 — September 2009

- Whilst working as a Passenger Services Assistant job responsibility was handling all passenger queries, complaints, information requests and financial services embracing the CRUISE ethos.
- Supported the Finance Officer Nights for maintaining financial budget. Duties including a full understanding of Officer Budget accounts and monitor whether they are correctly signed and charged and submitting all End of Cruise reports information to the Accounts Manager. And handling Passenger complaint in night. Responsible for maintaining the company standards of service to passengers and the operation of the Hotel department on board ship.

## **Guest Services Assistant at Hyatt Regency Mumbai, Mumbai**

September 2006 — October 2007

- Politely handle both in-person and telephone complaints and requests from more than 200 Guest daily
- Perform regular assessments regarding customer complaints to generate suggestions that improved customer satisfaction and retention by 5%

## **Education**

### **PGDM – E-Commerce(Analytics Major), Welingkars, Mumbai**

May 2023 — April 2025

### **BBA, Bharthiar University, Mumbai**

May 2015 — December 2018

### **Diploma, Aviation/Hospitality, Frankfinn, Mumbai**

December 2006

### **HSC, Science, Mumbai University, Mumbai**

December 2003