# Prajwal Niraj Lawankar

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## SUMMARY

Engineering Management graduate with hands-on experience in business analysis, shift operations, and data-driven decision-making. Proven track record in managing cross-functional teams, optimizing workflows, and aligning business and technical solutions to enhance customer experience and operational efficiency. Adept at financial and labour cost management with a proactive approach to leadership and continuous improvement. Seeking roles in Business Analysis, Consulting, or Operations Management to apply my analytical, leadership, and strategic planning skills.

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## KEY EXPERTISE

Business Analysis | Process Optimization | Financial & Labour Cost Management | Strategic Decision-Making | Stakeholder Engagement | Agile Methodologies | Data Analysis | Customer Service | Operational Leadership | Technology Integration | Shift & Crew Management

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## WORK EXPERIENCE

**Shift Manager Trainee**                                                                        Mar 2025 – Present

*(McDonald's, York, UK)*

- Oversaw daily shift operations, managing over **£6,000** in daily revenue and reducing labour cost variance by **11%** through efficient crew scheduling and workload balancing.

- Streamlined resource allocation processes, resulting in a **15% improvement** in task execution time and a **10% increase** in productivity per shift.

- Contributed to a 20% improvement in store cleanliness and operational compliance scores during internal audits by implementing structured improvement plans.

- Increased in-store order accuracy by **18%** by refining order management procedures and cross-training staff.

- Led a team of 25+ staff per shift, improving team morale and achieving a sustained **95%**+ customer satisfaction rate.

**Crew Member**                                                                        Nov 2023–Mar 2025
*(McDonald's, York, UK)*

- Delivered exceptional customer service to more than 300 customers daily, maintaining a **95%** satisfaction rate.
- Identified and Implemented waste reduction practices, decreasing food waste by **20%** over a 3-month period.
- Recognized with "Star Performer" award for maintaining consistency in high-pressure environments.

**Assistant Systems Engineer**                                                    Oct 2021 – Jul 2023
*(Tata Consultancy Services, India)*

- Developed business case documentation for the Sony-ZEE merger, contributing to a strategic road map that aligned **95%** of business processes with organizational objectives.
- Automated report generation and data validation workflows for ABN AMRO Bank, reducing report turnaround time by **30%** and increasing data reliability.
- Facilitated cross-functional collaboration across **3 departments**, increasing project velocity by **20%.**
- Introduced agile sprint reviews and backlog grooming processes, which improved project delivery timelines by **18%**.
- Reduced customer service response times by **25%** through streamlined feedback loops and dashboard-driven reporting.

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## EDUCATION

**MSc (Engineering Management)**
University of York | 2023 – 2024
**Dissertation**: Investigated strategies for implementing AI in education, focusing on usability, ethical integration, and continuous improvement.

**B.E. (Electronics and Telecommunication Engineering)**
Ramrao Adik Institute of Technology | 2017 – 2021
**Project**: Led a team project on Object Sentiment Analysis using R, analyzing Twitter data and visualizing insights.

## PROJECTS

- **AI-Driven in Education: Pioneering the Future of Learning:** Designed a strategic framework to implement AI in educational systems, highlighting ethical use and user-friendliness.
- **Sony-ZEE Merger Branding SME:** Developed CRM integration and branding strategies aligned with customer and business goals.
- **Mainframe Developer - ABN AMRO Bank:** Created asset management models supporting legal compliance and enhancing system reliability.

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## CERTIFICATIONS

- **PwC US - Management Consulting Job Simulation** | Forage | Mar 2025
- **Power BI for Beginners** | Simplilearn | Mar 2025
- **New York Jobs CEO Council - Financial Analyst Job Simulation** | Forage | Apr 2025
- **Leading and Innovation** | Project Management Institute (PMI) 2023
- **Google's Crash Course on Python** | Coursera 2020

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## TOOLS & TECHNOLOGIES

- **Intermediate**: Python, MS Excel, IBM SPSS
- **Introductory**: Tableau, SQL, COBOL, C

## ADDITIONAL INFORMATION

- **Languages**: Fluent in English and Hindi, ensuring clear communication with diverse teams.
- Actively pursuing skills in business analytic and application development to further enhance enterprise solutions.