**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.

**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

**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.

**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.

**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

**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.