**Rijul Chaturvedi**

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**summary**

Business Analyst & IT Project Manager driving revenue growth and digital transformation via data-informed strategies. Adept at translating complex business needs into scalable technical solutions via advanced analytics, Python, SQL, AI/ML, and cloud technologies. Proven track record of optimizing workflows, leading cross-functional agile teams, and delivering significant cost savings & efficiency gains.

**education**

**Syracuse University, School of Information Studies (iSchool), Syracuse, NY August 2023 - May 2025**

Master of Science | Information Systems GPA : 4.0 / 4.0

**Narsee Monjee Institute of Management Studies, MPSTME, Bombay, IN April 2015 - August 2020**

Master of Business Administration (MBA) | Technology Management GPA : 3.2 / 4.0

Bachelor of Technology (BTech) | Computer Engineering GPA : 3.2 / 4.0

**professional experience**

**Senior Business Analyst,** iConsult Collaborative, Syracuse, NY January 2025 - Present

* Develop **scalable microservices** for physician-job matching using Node.js, MySQL, and AWS Lambda. Reduced **recruitment fill time by 2 weeks** through automated job alerts and real-time job scraping.
* Lead **cross-functional agile teams** to translate complex stakeholder needs into ML-driven solutions using Python and SQL, to enhance recruitment **analytics accuracy** for healthcare industry clients.
* Design embedded product analytics to deliver job-matching insights directly within product workflows, for better decision-making by end-users.

**Technical Project Manager,** Frappe Technologies, Bombay, IN June 2020 - July 2023

* Delivered **25+ ERP implementations** leveraging SAP S4/HANA, Frappe, Java, SQL and Python achieving **95% first-month adoption,** and reduced post-deployment issues by 60% by comprehensive end-user training.
* Introduced a **modular implementation framework** enabling parallel deployments which accelerated delivery time-to-go-live by 6 weeks saving the **company ~$200K annually**.
* Led data-driven **market expansion and pricing** across NA and EMEA; combined product adoption analytics with SEO to **add $1.7M in new revenue** and **lower churn by 18%** within 2 financial quarters.
* Led cloud infrastructure optimization and **customer journey redesign** initiatives, which reduced user onboarding time by 40% and **increased user retention by 22%** all within six months.
* **Standardized Agile, Waterfall, and Hybrid PM methodologies**, increasing my team’s operational efficiency by 25% and **contributing $1.2M** in new annual revenue.
* Directed **30+ cross-functional team members** to oversee lifecycle of high-stakes IT initiatives spanning software development, system implementation, cloud migrations, and AWS managed cloud hosting.

**Business Systems Analyst,** Ernst & Young (EY), IT Advisory May 2019 - September 2019

* Built a PySpark **sentiment analysis pipeline** on AWS EMR processing over 1M+ social media mentions, enabling real-time market trend detection and strategic **go-to-market timing recommendations** for three Fortune 500 clients.
* Automated **vulnerability management and reporting** by delivering Power BI dashboards adopted by 500+ stakeholders reducing security vulnerabilities by 30% and saving **20+ hours of manual effort per week**.

**CERTIFICATIONS**

**ISO/IEC 42001:2023 Artificial Intelligence Management Systems (AIMS) Lead Auditor August 2025**

**academic projects**

**Intelligent Product Roadmap Assistant: AI-Powered Feature Prioritization Platform December 2024**

* **Built comprehensive AI platform** using **GPT-4, RAG architecture, and Gemini Vision API** to analyze **50,000+ customer touchpoints** from text, images, video feedback, achieving **92% accuracy** in feature identification for product roadmap decisions

**skills & TOOLS**

**Business Analysis & Delivery**: Requirements elicitation (BRD/FRD), user stories & acceptance criteria, backlog refinement, UAT/SIT, traceability (RTM), BPMN/UML, process re-engineering, fit–gap, business case & cost–benefit analysis, prioritization (RICE, MoSCoW), release/change/risk management, stakeholder mapping, roadmapping, value realization.

**Project & Program Management**: Agile Scrum, Kanban, SAFe familiarity, SDLC, ITIL awareness, RAID/RACI, project planning & scheduling, budget/resource management, PMO coordination, vendor management, OKR/KPI tracking, sprint ceremonies, retrospectives.

**Data, Analytics & BI**: SQL (PostgreSQL, MySQL), Python (Pandas, NumPy, scikit-learn, XGBoost), R, Jupyter, Excel Advanced (PivotTables, macros, Power Query), A/B testing & experiment design, forecasting, anomaly detection, predictive modeling (segmentation, churn), Power BI, Tableau, Looker, Mode; plus Qlik, Zoho Analytics (familiar); dashboard automation; Plotly; Sisense; D3.js (basic).

**Cloud, Data & MLOps**: AWS (Lambda, S3, Redshift), GCP (BigQuery, BigQuery ML), Azure (fundamentals), Snowflake, Databricks, Apache Spark, Airflow, dbt, Kafka, Prefect, DVC, ETL/ELT orchestration, data quality & lineage.

**AI, ML & GenAI:** LLMs (OpenAI, Anthropic), RAG, prompt design, Hugging Face, FAISS, Cohere, H2O Driverless AI, model validation & monitoring (drift/bias), inference optimization, ethical AI guidelines, contextual/agentic workflows.

**Enterprise Platforms & Integration**: Salesforce, NetSuite, SAP, ServiceNow (ITSM), Microsoft Project, Azure DevOps, Jira (advanced), Confluence, REST APIs, Postman, Git; Bynder (DAM) exposure.

**Collaboration, Design & Stakeholder**: Miro, Figma, Lucidchart, wireframing & prototyping, Microsoft Teams, Slack, Monday.com, executive communication, facilitation & workshops, decision framing, cross-functional leadership.