**Rijul Chaturvedi**

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**EXECUTIVE summary**

Technical Project Manager & Business Analyst with 5+ years of experience driving AI-powered digital transformation and enterprise system modernization for global clients. Expert in translating complex business strategy into high-impact technical roadmaps, unlocking **$1.7M** in new revenue and cutting customer churn by **18%**. Core competencies in Agile/Scrum leadership, full SDLC management, and leveraging Generative AI for enterprise process automation and data-driven decision-making.

**CORE COMPETENCIES**

**Program & Project Delivery:** Agile (Scrum, Kanban), SDLC Management, Stakeholder Management, Risk Mitigation, Change Management, Budget & Resource Planning, Vendor Management

**Business & Systems Analysis:** Requirements Engineering (BRD/FRD), User Stories, Business Process Modeling (BPMN), Go-to-Market (GTM) Strategy, Data Governance (GDPR, CCPA)

**AI & Data Analytics:** Generative AI (OpenAI API, RAG), Predictive Modeling (Python, scikit-learn, XGBoost), Data Visualization (Power BI, Tableau), SQL, Natural Language Processing (NLP)

**Cloud & Enterprise Platforms:** AWS (Lambda, S3, Redshift, EMR), SAP S/4HANA, Frappe ERP, Jira, Confluence, REST APIs, CI/CD Pipelines

**Industry Expertise:** HealthTech, Enterprise SaaS, Consulting, HR Technology, Supply Chain, Logistics, E-commerce & Retail, Financial Services

**professional experience**

**Senior Business Analyst,** Syracuse University, USA **January 2025 - Present**

* Resolved critical physician staffing shortages by architecting a serverless job-matching engine (Python, AWS Lambda) that automated the entire recruitment pipeline, cutting average time-to-fill by **14 days** and mitigating significant revenue loss from clinical understaffing.
* Boosted hiring success for hard-to-fill specialty roles by **27%** by leading agile squads to build and deploy an ML-powered analytics pipeline (Python, scikit-learn), improving the accuracy of predictive matching.
* Increased recruiter bandwidth and improved job-profile fit by **~30%** by engineering an LLM-based classification system (OpenAI, FAISS) to automate resume parsing and semantic matching.
* Averted a projected 15% customer churn by building a predictive model from subscription lifecycle data; enabled proactive retention campaigns that increased Net Revenue Retention (NRR) by **15%**.

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

* Spearheaded a data-driven GTM expansion into North American and EMEA markets, analyzing product telemetry and SEO insights to unlock **$1.7M** in new revenue and cut customer churn by **18%** in two quarters.
* Drove digital transformation for enterprise clients by orchestrating 11 end-to-end ERP rollouts (Frappe, SAP S/4HANA), achieving **95%** first-month adoption and a **60%** reduction in post-go-live support costs.
* Mitigated rising implementation costs by over **$200K** annually by designing and scaling a modular ERP rollout framework, enabling parallel deployments that cut average delivery timelines by **6 weeks**.
* Directed a 30+ member cross-functional organization through the full lifecycle of high-stakes IT initiatives, including software development, system implementations, and large-scale cloud migrations to AWS.
* Delivered a zero-downtime, multi-vendor cloud migration **15%** under a $2M budget and **3 weeks** ahead of schedule, freeing **$300K** in capital for reinvestment into core product development.
* Increased customer lifetime value by leading a dual initiative to redesign cloud infrastructure and optimize customer onboarding, cutting new user onboarding time by **40%** and boosting user retention by **22%**.

**Co-founder & Principal Consultant,** Whitewaterbay Industries, Bombay, IN **May 2019 - June 2020**

* Launched and bootstrapped a technology consultancy to address a critical market gap, advising **10+** SMB clients on strategic technology roadmaps, digital transformation, and cybersecurity frameworks to enable secure growth and scalability.
* Owned the full client engagement lifecycle, from business development and needs analysis to architecting and delivering solutions in cloud (AWS), ERP, and cybersecurity, achieving a **9.5/10** average client satisfaction score for exceptional service delivery.

**Business Systems Analyst,** Ernst & Young (EY), Bombay, IN **May 2019 - September 2019**

* Enabled a Fortune 100 client to optimize go-to-market timing by architecting a PySpark sentiment analysis pipeline (AWS EMR), delivering real-time brand perception insights from over **1M** social media posts.
* Strengthened the firm's security posture by developing automated Power BI dashboards for vulnerability tracking, reducing security exposure by **30%** while saving **20+ hours** weekly in manual reporting.

**TECHNICAL projects**

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

* Built a GenAI platform using GPT-4, RAG, and Gemini Vision API to analyze over 50,000 customer touchpoints (text, images, video), achieving **92%** accuracy in feature extraction and enabling agile product teams to accelerate data-driven roadmap decisions.

**education & CERTIFICATIONS**

**Master of Science (M.S.) in Information Systems**, Syracuse University, NY, USA August 2023 - May 2025

**Certificate of Advanced Study** in Data Science, Syracuse University, NY, USA August 2023 - May 2025

**Master of Business Administration (MBA)** in Technology Management, NMIMS University, India April 2015 - August 2020

**Bachelor of Technology (BTech)** in Computer Engineering, NMIMS University, India April 2015 - August 2020