

Sanika Mane

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Professional Summary

Consultant and Analyst with experience translating business needs into structured requirements, analysing complex datasets, and driving process improvements across consulting, retail, and technology environments. Skilled in user story creation, functional and non-functional requirements, KPI tracking, and communicating technical concepts to non-technical stakeholders. With hands-on experience in retail operations, SQL, Excel, and cross-functional delivery, I bring a commercially aware, data-driven approach enabling better customer, operational and strategic outcomes.

Professional Experience

PANDORA UK | Sales and Operations Assistant

10/2025 – Present | Manchester, UK

- Supported daily store operations through customer engagement, inventory management, and cross functional communication, analysing customer behaviour and retail trends to inform operational decisions.
- Identified process gaps and inefficiencies in stock movement and peak-hour workflows, applying structured problem-solving to recommend improvements that enhanced operational consistency.
- Collaborated with store leadership as a trusted advisor on workflow optimisation, contributing retail insights that supported more efficient product replenishment and service performance.
- Gathered and interpreted customer interaction data to highlight experience trends, supporting data-informed decisions that aligned with retail KPIs and customer experience goals.

LAGANS FOUNDATION | Business Consultant

06/2025 – 09/2025 | Manchester, UK

- Led requirements gathering through stakeholder interviews, producing functional and non-functional requirements, user stories, and acceptance criteria for operational improvement initiatives.
- Analysed current-state business processes using BPMN to identify inefficiencies and gaps, translating findings into actionable recommendations that improved service and operational insights.
- Created structured datasets, curated information flows, and ensured data quality standards for dashboards and KPIs, strengthening evidence-based decision-making for leadership.
- Authored consultancy report and communicated technical recommendations in clear, accessible terms to non-technical stakeholders, supporting alignment across business and delivery teams.

UNIVERSITY OF MANCHESTER (CDI) | Research Intern

03/2025 – 05/2025 | Manchester, UK

- Gathered and documented business requirements from academic and operational stakeholders, converting them into structured process maps, user stories, and clear acceptance criteria for solution concepts.
- Consolidated and curated multi-source datasets, performing data validation and cataloguing to ensure consistent definitions, data lineage clarity, and high-quality inputs for analysis.
- Identified operational bottlenecks through trend analysis and performance data, providing insights that improved reporting efficiency by 25% and supported better planning and forecasting.
- Communicated analytical findings and technical concepts to non-technical stakeholders, enabling alignment on requirements and improvements across interdisciplinary teams.

COGNIZANT TECHNOLOGY SOLUTIONS | Lead Quality Analyst

07/2021 – 07/2024 | India

- Led end-to-end QA across three Warehouse Management System projects, translating business needs into functional and non-functional requirements, user stories, test scenarios, and acceptance criteria.
- Collaborated with cross-functional teams as a trusted advisor, refining ambiguous requirements, managing requirements traceability, and ensuring alignment between business and technical teams.
- Conducted SQL-based data validation and scenario testing, analysing system behaviour to identify inefficiencies and contributing to a 20% reduction in recurring defects.
- Created clear documentation and communicated complex system behaviours to non-technical stakeholders, supporting product lifecycle activities and ensuring high-quality digital releases.

Education

THE UNIVERSITY OF MANCHESTER | MSc Business Analysis and Strategic Management (Distinction)

09/2024 – 09/2025 | Manchester

SAVITRAIBAI PHULE PUNE UNIVERSITY | BE Computer Science (Distinction)

08/2017 – 05/2021 | India

Skills

— **Technical & Digital Tools** | JIRA • Confluence • Azure DevOps • Power BI • Excel (Advanced) • SQL • Python • Postman • MongoDB • Selenium • MS Visio • MS Dynamics • CI/CD • Agile SDLC • ERP Systems • Semrush • Kubernetes • Retail systems

— **Analysis Skills:** Stakeholder Mapping and Analysis, Stakeholder Management • BPMN • Data Analysis & Reporting • User Research • Journey Mapping • Qualitative & Quantitative Research • Business Process Improvement • Problem-Solving & Critical Thinking • Strategic Insights • Hypothesis Testing

— **Business & Digital Strategy:** Requirements Gathering • User Stories • Acceptance Criteria • Functional & Non-Functional Requirements • Requirements Traceability • Process Mapping • BPMN • Business Process Analysis • Gap Analysis • Continuous Improvement • Retail Operations • Customer Behaviour Analysis • Sales Insight Interpretation • Inventory & Workflow Optimisation • Customer Experience Insight

Certificates

-AWS Certified Cloud Practitioner

- Udemy Certified Business Analysis Fundamentals

- NSS Volunteer

Awards

Rising Star Award (2022)

Growth and ability to shine in challenging projects.

Rockstar Award (2023)

Resilience in fast-paced environments.

Interests

• Roll-ball skating, Badminton : Zonal level

• Volunteering : National Service Scheme (NSS)

• Art/Painting