
UJJVAL KALKAL

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PROFESSIONAL SUMMARY

As an experienced Digital Transformation Analyst, I bring a proven track record of optimizing operations through data-driven insights. With a knack for distilling complex data into actionable recommendations and effective communication with diverse stakeholders, I am well-prepared to drive your digital transformation initiatives. My self-motivation and adeptness at proactively managing evolving priorities ensure that I consistently meet and exceed deadlines, making me a valuable asset in your quest for digital innovation.

SKILLS

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|---------------------------------|-----------------------------------|
| • Business analysis | • Relational database management |
| • Programming and design skills | • Microsoft Excel |
| • Data extraction | • Business intelligence expertise |
| • Forecasting and planning | • Process improvement |
| • Operations analysis | • Data visualization |
| • SQL | • Power BI |
| • Base SAS | • Tableau |
| • Proc SQL | • Lean Six Sigma |

WORK HISTORY

Senior analyst - Digital Transformation, 08/2015 - 10/2023

FIS Global Business Solutions India Pvt. Ltd. - Gurugram, India

Outline

Worked for a USA based Fintech organization. Responsible for developing new operating models and organizational structures for clients that encompass people, process, technology, and governance, with a focus on unlocking value and meeting client business goals.

Key Responsibilities

- Lead the Digital Transformation Team to deliver value through the development of new updated operating models, marketing processes, change, training, and communication plans.
- Meetings with Project team and understand the project/business user's requirements in terms of problem, history, views, and initial recommendations and document them.

- Writing and executing complex SQL queries to verify values in UI tables, filters, and transaction reports from raw data in Relational Database Management System.
- Performed data analysis based upon detailed understanding of business processes.
- Created reports and dashboards to help operations keep a track on the process's performance.
- Automated reports and dashboards using SSRS, VBA and iautomate to eliminate or minimize manual intervention resulting into reduced chances of human error, increased efficiency, and business quality improvement.
- Gather, analyze, and transform large sets of raw data into business models using SQL, Power BI, Tableau resulting in a process improvement initiative to restructure business lines.

Key Achievement/Projects

1. Item Processing: -

- Created and maintained database to store the operations level data for weekly-monthly-yearly reports. Analyzed previous historical data and helped operations to achieve target efficiency and occupancy by 30%.
- Set up Volume forecast strategies and resource planning.
- Saved cost of 5% of FTEs by resource planning.

2. CPC Card Analysis Dashboard: -

- Supported a client to implement vendor management system which integrated with their company asset ordering system. This resulted in 17% savings on overall asset purchasing price.
- Recreated and enhanced reports in excel from SAS platform and automated reports using SAS Macros thus saving around 12 hours.

Process associate, 09/2014 - 07/2015

Concentrix - Gurugram, India

Outline

Worked for a customer engagement and business performance consulting firm based in the United States. Acting as a process associate with a focus on business improvement strategies and solutions.

Key Responsibilities

- Implemented process upgrades to improve production rates and reduce costs.
- Collected and analyzed customer purchasing trends data to boost product sales.
- Engaged customers to resolve receivable issues and complaints.
- Collected metrics and identified data points to suggest areas for process improvements.

CERTIFICATION

Lean Six Sigma- Green Belt, 02/2019

EDUCATION

Master of Business Administration, 07/2021

Maharshi Dayanand University - Rohtak, India

Bachelor Of Technology, 07/2014

Maharshi Dayanand University - Rohtak, India