

Surya Pal Singh

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Scholastic Record		
Indian Institute of Management (IIM), Sirmaur, India		July'19-June'21
Masters of Business Administration, Operations and Analytics (CGPA - 7.14/10)		
National Institute of Technology (NIT), Silchar, India		July'12-May'16
Bachelor of Technology, Electronics and Communication Engineering (CGPA - 7.5/10)		
Work Experience		
Devkraft Technologies		Senior Product Manager/BA/PMO
		Jan'23-Present
Projects	Arklyz group(Retail-store/E-com):Data engineering and Dash-boarding [Oct'24 – Present]	
	<ul style="list-style-type: none">▪ Led requirements gathering for reporting on retail sales, inventory, and purchase orders, ensuring alignment with business goals.▪ Defined data strategies and collaborated with technical teams to design a data warehouse in Click-House with a star schema.▪ Oversaw development of Power BI dashboards, enabling real-time insights and data-driven decision-making.▪ Worked with different stakeholder to improve reporting/analytics processes for better efficiency.	
	Mankind Pharma (Pharmaceutical): MR/Manager and Admin flow [Apr'22 – Oct'24]	
	<ul style="list-style-type: none">▪ Worked in streamlining the product features for daily visits record of MR to doctors/chemists, expenses records, approvals at Managers/Admin level, inventory tracking etc which lead to end to end digital transformation of MR-Manager business processes.▪ Collaborated with technical team, vendor teams and business stakeholders to ensure alignment on timely requirement deliverables.▪ Worked on SOW document preparation & requirement freezing beforehand. Also, worked on tracking the project lifecycle from grooming to development to UAT and then Go-Live▪ Finalized and tested SQL queries to advice API team on logics based on functionality▪ Used JIRA to create EPICs/user stories and progress tracking purpose; Also, have exposure on Confluence tool to document important functional highlights.▪ Communicated the time line impact in case of any change requests to align all stakeholders.	
	TVS motors (Automobile): Grievance Management portal [Mar'21 – Mar'22]	
Roles and Responsibilities	<ul style="list-style-type: none">▪ Conceptualized the solution features of platform to address the grievances in finance queries.▪ Developed roadmap and work breakdown structure for team deliverables.▪ Finalized SQL queries and views for Tableau dashboards for grievance portal▪ Decreased query resolution time by 50%.	
	<ul style="list-style-type: none">▪ Defined project scope, objectives, and success metrics aligned with business/customer needs.▪ Conducted market research (FGD) and competitor analysis to guide the product roadmap.▪ Efficiently allocated resources and managed budgets, balancing scope, time, and costs.▪ Provided regular updates to stakeholders on product strategy, progress, and adjustments.▪ Managed vendor contracts to ensure deliverables met deadlines and quality standards.	
	Distinct Horizon	
	Associate Business Analyst	
	Jan'18-Feb'19	
Roles and Responsibilities	<ul style="list-style-type: none">▪ Client visits with field coordinators to understand the business problem related to agriculture.▪ Conducted market analysis to understand farmer's demand and products offering alignment for better product positioning and differentiation in market.▪ Conducted market research on After-sales operations for agri-tech products and deployed communication channels; Aligned with after sales operations team to set up IVR operations.▪ Coordinated with IT project team of developers and quality analyst to track the farm details	
	Ericsson India	
	Configuration Engineer (Operations)	
	Aug'16-Sept'17	
	Roles and Responsibilities	<ul style="list-style-type: none">▪ Collaborated with client's engineer at site location in issues like network failure and call drops.▪ Handled daily change request execution to have network optimization through scripting.▪ Worked on database Queries to track the network traffic and failure count at any time
Professional Skills		
Product Management, Program Management, Stakeholder engagement, Requirement gathering(RGD)		
Technical Skills		
MySQL, Microsoft Office(Word, PowerPoint, Excel), Agile, JIRA, Confluence, Tableau		
Certifications		
CBAP	▪ Certified as Business Analyst Practitioner by Henry Harvin Education	2019
SQL	▪ SQL-MySQL for Data Analytics and Business Intelligence	2021
Interests		
Table-Tennis		Stock market trading
		Movies and Music