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]** ▪ 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]** ▪ **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]** ▪ 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%.**
Roles and Responsibilities	▪ 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	▪ 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	▪ 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