VISHAL CHETTRI

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PROFESSIONAL SUMMARY

Technical Business Analyst (BCA – Data Science) experienced in identifying process gaps, translating workflows into functional requirements, and supporting quality delivery via UAT/test cases and defect logging, with strong skills in dashboards/KPI reporting and recommending automation opportunities to improve efficiency and end-user adoption; familiar with JavaScript, SQL, and Cypress (basic). I am also aware of Thimphu TechPark's role as a national hub advancing Bhutan's ICT and innovation ecosystem—supporting startups, skills development, and digital transformation through partnerships—and I understand the importance of delivering user-centric, reliable digital services in this context where clear requirements, testing discipline, and stakeholder coordination directly influence adoption and scale.

TECHNICAL SKILLS

- **Business Process & ERP Analysis:** Workflow mapping, functional gap analysis, bottleneck detection, SOP evaluation, process re-engineering, functional requirement documentation
- **Programming & Automation:** JavaScript, Python (Pandas, NumPy, Scikit-learn), SQL, MySQL
- **Testing & QA Tools:** Test case execution, defect logging, bug tracking, reporting, UAT support
- **Machine Learning & AI:** Regression, NLP, Predictive Modeling, Hypothesis Testing, Retrieval-Augmented Generation (RAG), automation opportunities
- **Reporting & BI Tools:** KPI dashboards, structured reports, management/board-level reporting, performance monitoring dashboards
- **Web Development:** HTML, CSS, JavaScript (for front-end dashboards and automation support)
- **Tools Used: Jira**, MS Excel/Google Sheets, **Cypress (basic)**, Postman (basic), Git (basic)
- **Methods: Agile/Scrum**, backlog grooming, sprint planning support, daily stand-ups participation

SOFT SKILLS

- **Business Reporting & Process Monitoring:** KPI tracking, M&E support, Annual Compact reviews, dashboards for decision-making
- **Project Coordination & Stakeholder Engagement**: Cross-functional collaboration, Agile methodology, facilitating process improvement sessions

- **Analytical & Problem-Solving:** Critical thinking, root cause analysis, defect detection, troubleshooting
- **Documentation & Communication**: Functional specifications, test documentation, BRDs, end-user support
- **Time & Task Management:** Scheduling project tasks, prioritization, execution under varying circumstances

ERP & BA DELIVERABLES

- BRD/FRD, user stories, acceptance criteria, RTM
- Fit–gap analysis, SOPs, user guides, training decks
- UAT planning, test cases, defect triage, regression validation

EDUCATION

1. **Bachelor of Computer Application (Data Science)**
   Maharishi Markandeshwar (Deemed to be University), India | *Aug 2022 – May 2025*

2. **High School | Commerce |**
   Drametse Central School, Bhutan | *Feb 2020 – Jan 2021*

INTERNSHIPS

1. Project Management Unit (PMU) Intern | UNDP Bhutan | Oct 2025 – Present
- Developed **As-Is and To-Be process maps** (swimlane) for system integration and data reporting workflows, validated with 8 users; documented gaps and improvement actions.
- Converted business needs into **user stories and acceptance criteria**; maintained simple requirements **log** and tracked status with the team.
- Executed **UAT** using structured test cases; logged defects with **severity/priority**, supported retesting, and produced a short **test summary** for sign-off.
- Facilitated a process improvement session (30–60 min) with stakeholders to confirm bottlenecks and agree on revised steps and responsibilities.

2. Research Analyst | Dragale Aviation (*Remote*) | *Jan 2025 – Jun 2025*
- Performed **technical business analysis**, identified inefficiencies, and recommended **automation and process improvement solutions.**
- Prepared **functional specifications, reports, and dashboards** to support management decisions.
- Worked with management and technical teams **to track defects, troubleshoot errors, and enhance operational workflows.**

3. ML Intern | YBI Foundation (*Remote*) | *Oct 2023 – Nov 2023*
- Analyzed datasets to map **business requirements to predictive models** and automation opportunities.
- **Created KPI dashboards and documentation** to support system monitoring and decision-making.

- Supported model testing, defect tracking, and process improvement recommendations.

EXPERIENCE/PROJECTS

1. **Druk Serenity Tools Refinements** | GovTech Bhutan & Omdena | *Sep 2025 – Nov 2025*
- Led **business process analysis and workflow mapping**, identifying adoption gaps and recommending ERP-style improvements.
- Prepared **functional documentation and performance dashboards** for strategic planning and operational optimization.
- Collaborated with stakeholders to **review policies, SOPs, and workflows,** ensuring system alignment.
- Monitored **system performance** and recommended efficiency and user adoption enhancements.

2. **AI Innovation Mental Health** | GovTech Bhutan & Omdena |*May2025 – Jun 2025*
- Reviewed existing procedures and drafted updated **SOPs** aligned with the improved workflow; ensured all steps were testable and measurable.
- Designed a **test plan** covering smoke + regression scenarios; created 4 test cases and maintained execution results in Jira.
- Logged and tracked defects end-to-end (open → triage → fix verification → closure); collaborated with developers to reproduce issues and confirm resolution.
- Identified automation opportunities in [workflow]—including validation checks, form rules, and scripts—to minimize manual effort and errors.

3. **(Local Chapter) Leveraging AI to Improve Mental Health and Well-being** | GovTech Bhutan & Omdena | *May 2025 – Jun 2025*
- Mapped large-scale data workflows (53,000+ records), identifying anomalies and proposing solutions for automation.
- Designed and documented RAG-powered chatbot functionality and end-user support processes.
- Supported system performance monitoring, defect tracking, and process optimization.
- Coordinated with **[5–7] stakeholders** across business and technical teams; tracked tasks and deadlines weekly.

4. **Sales Forecasting Dashboard (Power Bi)** | Semester Project | *Feb 2024 – July 2024*
- Mapped **sales performance requirements to time-series models (ARIMA),** identifying forecasting gaps.
- Developed **dashboards for KPI tracking** and quarterly evaluation.
- Documented findings and recommended **data-driven process improvements**.
- Tested model outputs and **suggested enhancements for operational reliability**.

CERTIFICATIONS
- Google Data Analytics
- Google Data Analytics

- Google Business Intelligence
- Google Project Management
- IBM Python for Data Science
- Harvard (edX) Machine Learning
- Machine Learning with Python for Finance Professionals
- AI and Digital Transformation in Government
- Customer Service Foundation
- Python for Data Science AI & Development (IBM)
- Business Analysis & Process Management
- AI Innovation Challenge- Bhutan: Building AI Solutions for Mental Health and Well-being
- Python for Data Science and Machine Learning Bootcamp
- edX Verified Certificate for Data Science: Visualization
- edX Verified Certificate for Data Science: Interference and Modeling
- Software Engineering Job Simulation (Accenture)

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Dzongkha (Native)
- Nepali (Fluent)
- Tshangla (Fluent)

REFERENCES

1. Name; Nagdrel Lhamo
   Position: Project Manager
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2. Name: Tshering Dorji
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