

EXPERIENCE

Consultant **Deloitte USI - Offices of the US** **Sep 2020 - Current**

*Developed tailored solutions for a global retail consumer industry leader with \$45 billion in revenue from international clients in the **USA, Europe, APAC, and LATAM** regions getting **promoted** from **Product Analyst to Product Consultant**.*

- Identified client's pain-points and collaborated with functional leads ensuring end-to-end delivery of 100+ SAP enhancements according to client's requirements, **improving business process automation by 5%**.
- Responsible for solving 175+ production issues, **improving performance of custom interfaces by 80%**, and resolving 250+ priority tickets, **minimizing system run-time errors by 33%**.
- Spearheaded the creation of a tool enabling seamless upload of over 1 lakh financial journal entries/documents used for client's monthly financial accounting processes **improving average reconciliation delays by 33%** and successfully overseeing the 0-1 product journey.
- Received 2 Applause awards and 4 Spot awards.
- Mentored 5+ junior team members during my tenure to help them come to speed with the deadlines, deliverables and general help.
- Led 6+ end user demos involving 200+ client folks per session from across regions of USA, Europe and LATAM region **increasing system readiness capability of the users by over 75%**.
- Received recognition for written communication skills documenting over 100+ business requirements in a concise and analytical manner which **improved delivery by 4%**.

Machine Learning Intern **NiYO Solutions - Travel & Banking solutions** **Jan 2020 - Aug 2020**

Involved in solving the biggest problem of Customer Churn in NiYO Bharat (blue-collared workers) product segment.

- **Improved 20% efficiency** of Merchant Name String Matching and deployed till the live platform.
- Built Customer Churn Model solving problems for over 11 Lakh customers of NiYO Bharat.
- Interviewed blue-collar workers, customer support associates, understood pain points, devised out key features for the final solution.
- Headed the Blog publishing dept. of Machine Learning & Data Science Team. Few of the published works are - [Customer Churn](#) and [Merchant Name Cleaning](#).

EDUCATION AND SKILLS

Computer Science Engineering **IIIT Naya Raipur** **Aug 2016 – Jul 2020**

- *B. Tech in Computer Science & Engineering. CGPA : 3.45/4.0*
- **Skills:** MS Office Suite, Python (Advanced), SQL (Advanced), Machine Learning & Artificial Intelligence (Advanced), Data Science (Advanced), Figma (Wireframing), Canva, Copywriting (Intermediate)
- **Competencies:** Analytical Thinking, Business Strategy, Business process gathering, Data Analytics, Research, Product Development & Management, Product Roadmapping, User Persona, Go-To-Market Strategies, Finance Accounting & Modeling, Agile Methodology, Stakeholder Management and Strategic Initiatives.
- Upskilled at **Stoa - 1-Year MBA**. Learnt via execution. Some of the works are here - [Portfolio](#), [PRD for a fantasy mobile gaming app](#), [BigBasket Case Study](#) and [Airbnb Case Study](#).

RESPONSIBILITIES

- Co-Led a team of 30 people being Hospitality & PR Head - Technovate 2019 (college's annual techno-cultural fest)
- Co-led team of Placement Cell 2019 which saw an increase in the highest salary offer by 62%

ACHIEVEMENTS

- Ranked in **Top 7 out of 200+** teams in a Gen-AI themed Deloitte Internal Hackathon - 2023.
- Ranked **49 out of 10,000+** participants - ZS Associates Data Science Challenge - 2019.
- Ranked **3rd out of 100+** teams - Tata Crucible Quiz-2018 - Raipur Edition.
- Vice captained the team which bagged **overall Gold Medal** - Aarambh 3.0 (College's annual sports fest), **gold medal** in cricket, **silver medal** in basketball.