

# Kunal Dutt

Senior Business Analyst

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## PROFESSIONAL SUMMARY

Enthusiastic, Disciplined and Solution driven Professional with proven leadership capabilities having 3+ years of experience in Data Analytics, Project Management, Consulting, Training and Operations optimization domains. Possess ability to focus on Value driven delivery with attention to detail. Proficiency in business process automation resulting in reduced wasted efforts and standardization. Have a proven history of utilizing strong Analytical skills, Team Management, Active Listening, Effective Communication, and hard work ethics to turn complex requirements into working systems.

## EDUCATION

BA HONOURS - ECONOMICS

Ambedkar University Delhi, New Delhi | Graduated in 2019

GOOGLE PROJECT MANAGEMENT CERTIFICATION

Google, Coursera - Online | Graduated in 2023

## EXPERIENCE

### SENIOR BUSINESS ANALYST

May 2022 - present | Decision Point Analytics, Gurugram

Being a part of the Consulting wing:

- **Soliciting** Client's requirements & Problem statement and **understanding** where the **Value** lies for them in order to build Valuable Analytics Solution/model, To **Build the right thing**.
- **Determining** and **defining** Project Scope, Budget, and Timeline. **Utilizing** the **Triple constraint Model** in order to negate the impact of **Scope creep**.
- **Delivering** Increments in **Scrum methodology**, Facilitating Scrum events like Daily Scrums, Sprint Planning, Sprint Reviews, Sprint Retrospectives.
- **Applying** Project Management skills to Organize and Plan Project Timelines, Tasks & Artifacts like RFPs, GANTTs, Project Charters, BRDs/FRDs, RAID Document, RACI, Stakeholder Analysis, Risk management plans, Communication Plans, etc.
- Effectively **communicating** Features, Technical concepts and agreed upon requirements & collaborating with various cross functional roles - from Data Scientists, Data engineers to Software developers **to build the thing right**.
- **Performing EDA** on the existing datasets and providing feedback to the client on the data requirements, existing data cleaning processes (if any) etc. to understand and create relevant **KPIs**.
- **Developing & Delivering Analyses, increments and presentations** with the help of the team to **transform** data into **actionable insights** & maximize the collaboration & sync between business and software development at a consistent pace.
- **Applying Storyboarding/Storytelling and effective Presentation Skills** to present the insights and key developments to keep Key **Stakeholders** informed and in loop.
- **Assisting in User stories, Effort Estimation (Story Points) and Product Backlog Prioritization**.
- **Managing Stakeholders** located across multiple time-zones (Brazil & Mexico).
- **Facilitating Change Management**.
- **Managing and training** subordinates to build and sustain a learning and supportive environment for personal and professional development.

### TECHNICAL TRAINING SPECIALIST

Apr 2021 - May 2022 | Better Mortgage, Gurugram

- **Creating** and **conducting Training initiatives** & effective **Training Solutions** to support the business and organizational goals.
- **Developing** and **maintaining Automated** batch Trackers, Assessments, Performance metrics and Presentations using Google Suite/MS applications to formalize training process.
- **Applying TNI & TNA** for gathering training requirements,

- Utilizing **ADDIE Model** to design and develop Curriculums.
- Managing experience of the new members of the family to promote employee welfare and provide exceptional training period experience.
- Managing and executing companywide Monthly training calendars covering topics like Interpersonal Skills, Business Etiquette, Time Management, Writing & Presentation skills, and more add value to an employee's learning curve.
- Managing & Executing projects like Cross Culture Sensitization on **company wide** level to promote inclusivity and cultural awareness.
- Brainstorming and applying **Quality management strategies** to maintain the industry standard quality standards.
- Preparing Presentations/Reports at the end of the month **to present the big picture** of the deliverables delivered and planned for the upcoming month/quarter.

## ANALYST AND SME

May 2020 - Apr 2021 | Better Mortgage, Gurugram

- Performing key operations: Disclosure review, Credit review and Closing Documents review to reach out to conclusion of closing and delivery of loan to the investors to complete the loan cycle.
- Developing and continuously Maintaining well designed **checklists and SOPs** to standardize workflow & promoting ease of use.
- Assisting the team lead in managing the team as well as new training the new members of the family to develop **People Management skills**.
- Interacting with Multiple cross functional teams regularly to **mitigate** the issues in docs and **deliver value** at the earliest.
- Maintaining data for the team to keep account of pending deliverables.
- Optimizing the workflow by removing the redundant procedures to **reduce** the **TAT** for the files.
- Conducting training sessions for the **whole department** for any new process or improvements in the current process.

### ACHIEVEMENTS:

Got the Rookie of the month Award in my first post Training month.  
Got the Position of SME in 9th Month of Joining.

## OPERATIONS ASSOCIATE

Jul 2019 - Jan 2020 | Lendbox

- Maintaining records of the activated borrowers on Spreadsheets - Google and MS Excel.
- Managing Vendors like ECOM for inspection and pickups.
- Generating reports of weekly disbursals and amount settled in our account.
- Supporting customers through the final step of their loan cycle via Phone calls & Emails.

## PROJECTS

### FEMSA(COCA-COLA)-DNO (DISTRIBUTION NETWORK OPTIMIZATION)

Being a Part of Consulting wing

- Effectively **communicating & collaborating** with technical teams to develop a Webapp-based Tool which can optimize the number of Fleets use in the secondary distribution supply chain.
- We developed an MILP Optimization model in order to Optimize the count trucks and headcount in those trucks considering various constraints.
- Applying active listening and communication skills to determine the **scope** and where the value lies for the **Client**.
- Acting as a **SCRUM MASTER** to facilitate various **Scrum Events** like Sprint Planning, Daily Scrums, Sprint reviews, Retrospectives and effectively Manage Project Management **Artifacts**.
- Onboarding and transferring Knowledge to new members of the Project to keep them informed about what we are in for.
- Applying Analytical acumen to perform EDA, Cost Analysis, Fleet Analysis, Scenario Analyses, etc. to present the **actionable insights** coming out of the **data**.
- Applying traditional and Agile Project Management skills to Organize, Delegate, Prioritize and Deliver consistently.

\$ 12% Overall  
Cost Reduction



Several weeks of Manhours  
Automated. Time Savings.



8% reduction in the  
Fleet composition.

### CROSS CULTURAL SENSITIZATION

A part of another Company wide Project in order to increase awareness on Different backgrounds and Cultures.

- Managing External **Vendor** and **Scheduling** sessions with the vendor to **facilitate TTT** sessions.

- **Conducting** company wide sessions.
- **Managing** data on **spreadsheets** to keep record of departments and employees covered.
- **Automating** feedback **visualizations** in MS excel Charts to capture the effectiveness of the training.

**TRAINING CURRICULUM DEVELOPMENT**

As one of the Pioneering members of the L&D department of Better Mortgage.

- **Collaborating** with **stakeholders and Functional Managers** to develop an Effective and Measurable **Training curriculum** for improving training standards.
- **Developing** and **Automating** Efficient training **trackers, assessments, and feedback forms.**
- **Conducting** feedback **sessions** with Stakeholders & Incorporating regular feedback to **improve** the new curriculum.
- **Reducing** the training **TAT** by 20-30% to ease production burdens.

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**CERTIFICATIONS**

**Google Project Management Certification**

**SQL QUERIES - BASIC**

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**MS EXCEL - ADVANCED FUNCTIONS AND FORMULAS**

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**SKILLS**

- PROJECT MANAGEMENT**
- PROJECT SCOPING AND PLANNING**
- RISK MANAGEMENT**
- PROCESS IMPROVEMENT**
- STAKEHOLDER MANAGEMENT**
- VENDOR MANAGEMENT & PROCUREMENT**
- AGILE PROJECT MANAGEMENT**
- WORK MANAGEMENT TOOLS**
- MS OFFICE APPLICATIONS**
- GOOGLE SUITE APPLICATIONS**
- PEOPLE MANAGEMENT**
- EFFECTIVE COMMUNICATION & ACTIVE LISTENING**
- JIRA & ASANA**
- RFP**
- SCRUM**