Kaushiki Mishra

Business Operation Analyst with a strong background in developing and documenting project requirements, analysing existing processes and creating visual representations of project processes. Expertise in driving process improvement, requirement gathering, data modelling and client management. Collaborated with cross-functional teams to implement solutions that increases efficiency by 20%.

WORK EXPERIENCE

Medhaj Techno Concept Pvt. Ltd.   **Sep 2016 to Mar 2024**

1. General Manager (Operations) – Oct 2023 to Mar 2024

Assisted in evaluating operational procedures in 20+ projects of operation department and suggested policy changes that increased productivity by 40%.

Developed standardized reporting templates and a comprehensive dashboard for real time tracking of KPIs across project heads, resulting in efficient data collection and a 35% reduction in turnaround time.

Created a standardized data and document storage format on the company server, resulting in an 80% reduction in data retrieval time.

Drafted a unique and set formats for all predefined reports so as to standardize the process for all similar projects, which reduces the report drafting time by 50%.

2. Senior Manager – Mar 2021 to Oct 2023

Led business requirement gathering efforts for 2 major software development projects (Govt projects)–

    a. Development of Automated Building Plan Scrutiny & Approval System of GNIDA
    b. Development of Online Map Submission, Automated Building Plan Scrutiny & Approval System of NOIDA.

Continuous follow-up with client for finalization and approval of process flow, which accelerate project initiation phase by 20%.

Presentation for clients to present findings, recommendations, and project updates to different levels at client end. This led to a 20% reduction in decision making time.

3. Deputy Manager – Dec 2019 to Mar 2021

Gather business requirement for Development of a Mobile Application on Android for the Baseline Survey of Rural Consumers, including a web-based backend system, a database engine, and a user dashboard.

Provide findings, recommendations, and project updates to various levels at client end, resulting in a 30% decrease in the time required for decision making.

While conducting field surveys to gather data, led a team of over 100 engineers utilizing a survey app.

Extracted data from various sources in Excel format, eliminating inaccurate entries, conducted quality analysis, and forecasted water requirements for the region based on data analysis. Generated detailed reports outlining forecasting trends and offering insights into future needs.

4. Senior Engineer - Jul 2018 to Nov 2019
5. Project Engineer – Nov 2017 to Jun 2018

Market Analysis and Opportunity Evaluation: Utilize market research, competitor analysis, GEM portal, and client needs assessment to identify and assess new business opportunities effectively.

Bid Management: Lead the bid management process from start to finish, including bid invitation review, bid/no-bid analysis, and timeline establishment for seamless coordination.

Compelling Bid Content Development: Craft persuasive bid content, such as executive summaries, value propositions, pricing models, and technical responses, to stand out in competitive bidding scenarios.

Stakeholder Collaboration and Process Enhancement: Collaborate with internal stakeholders, facilitate bid review meetings, ensure compliance with legal requirements, and continually refine bid processes for improved efficiency and success.

6. Trainee Engineer – Sep 2016 to Nov 2019

Utilized Excel to compile data from various sources, collaborating with a team of over 10 members to extract valuable insights aimed at driving actionable strategies for quality enhancement.

Analyze the current energy system of MSEDCL to pinpoint areas susceptible to theft, resulting in a 26% reduction in losses, and project future load demands.

Create periodic or ad-hoc reports as per client need.

CONTACT
- 84/184, Katra Maqbool Ganj, Lucknow, Uttar Pradesh, India (Open to relocate)
- +91 – 7652053719
- km091604@gmail.com
- www.linkedin.com/in/kaushiki-mishra-600261194

SKILLS
- Process Improvement Specialist
- Documentation (Ad-hoc report)
- Team Management
- Data Analysis
- Client Management
- Business Analysis
- Requirement Gathering
- Microsoft Advanced Excel
- Microsoft Office
- Market Analysis

Tools
- Microsoft Excel
- Microsoft Office
- Medhavi
- Satyamedha PPMM

EDUCATION
Master of Technology in Electrical Engineering
Monad University

Bachelor of Technology in Electrical Engineering
Shri Ramswaroop College of Engineering & Management, *affiliated from Abdul Kalam Technical University*

CERTIFICATIONS
- Power BI: Dashboards for Beginners
- Data Analytics: 1 Foundation
- User Story Masterclass: Your Agile Guide to User Stories
- Agile Fundamentals: Including Scrum & Kanban
- Understanding Jira for users, managers and Admins
- Learn JIRA with real-world examples
- Cognizant's Agile Methodology Job Simulation
- Accenture's Data Analytics and Visualization Job Simulation
- Accenture's Project Management Job Simulation
- Basic MySQL

OTHERS
- Received Medhajites of The Year Award in 2022