

# Deep Pathak

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## Professional Summary

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4 + years of professional experience as a Business Analyst, proficient in gathering user and software requirements and documenting to improve productivity and resolve issues rapidly. Highly Innovative in recognizing business goals and modeling a structure that helps in meeting the business requirements. Skilled at enhancing and optimizing business processes to ensure growth and success. Specializes at optimizing functional unit management. Quick learner, self-starter with good interpersonal skills capable of forming and maintaining positive and productive working relationships in internal, external, independent and team environments.

## Skills

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### Technical Skills:

- **ERP, BI & PMP Tools** - SAP ASE/Business Objects, MS SQL Server, MySQL, JIRA,
- **Data Visualization Tools** - Tableau, Minitab, Power BI.
- **Microsoft** - Excel (Advanced: VLOOKUP, HLOOKUP, PIVOT, VBA, Macros), PowerPoint, Word, OneNote, Project, Access.
- **Systems** -Windows, Mac OS X, Apple iOS, Android.
- **Analytical** – Probability, Statistics, Regression.

### Soft skills:

- Project management
- Strategic decision making
- Revenue development
- Critical thinking
- Agile & Waterfall Methodology
- Administrative Function
- Document management
- Forecasting and planning
- Systems implementation
- SWOT Analysis
- Requirements Gathering & Analysis
- KPI Dashboards & Scorecard

## Professional Experience

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### PROJECT MANAGER | Lucent Innovation - INDIA

January 2017 – July 2018

- Implemented cross-project dependency process to streamline activities and ensure all teams were notified of project tasks and impacts to other projects, completing all 3 projects on time.
- Formulated various operational features including reorganization of process flow and formulation of departmental best practices.
- Managing & tracking day-to-day project deliverables to ensure launches are executed at the highest quality.
- Establishing priorities, identifying and communicating risks and mitigation plans in collaboration with stakeholders; developing and maintaining program milestones and completion dates.
- Actively Tracked internal and external project risks where each risk was graded for probability and impact.
- Implemented communication plan that escalated risks as appropriate.
- Managed project financials and provided monthly project financial reports.
- Appointed as Scrum Master to implement Agile methodology for new projects and transition assigned team from traditional Project Management practices (PM) to Agile.
- Experienced in using operational metrics to drive process improvement and efficiencies with a focus on creating and refining processes.
- Ensured data accuracy through the creation and implementation of data integrity queries. Trained other users on the program.

### INFRASTRUCTURE BUSINESS ANALYST | Lucent Innovation - INDIA

February 2015 – January 2017

- Manage and handle technical escalations to initiate, co-coordinate, remediate and resolve the problems based on project priority and criticalities to ensure that all requests from users for assistance are handled promptly and effectively.
- Driving infrastructure strategy, long range planning and datacenter due diligence.
- Developed negotiating strategies and positions by examining risks and potentials as well as estimating partners needs and goals.
- Organized and maintained Product and Sprint backlogs (requirements) in JIRA.
- Developed and oversaw marketing functions to identify key marketing strategies for successful new customer acquisition and sales growth.
- Used Agile (Scrum) method throughout the project.
- Acted as a liaison between client and SME's/ support groups, using effective communication skills to elicit, document, analyze and validate business processes, systems, and solution requirements.
- Worked closely with the development team to verify that business needs are fulfilled.
- Created and designed specifications requirement document as requested.
- Implemented a quoting process, which increased company revenue by reducing lead time, increasing customer satisfaction, and more timely proposals to customers.
- Developed Financial reports for project.

### BUSINESS ANALYST INTERN | Maitri Solutions –INDIA

September 2014 – February 2015

- Liaison between client and SME's support groups, using effective communication skills to elicit, document, analyze and validate business processes, systems, and solution requirements.
- Performed GAP analysis, Risk analysis and, SWOT analysis to determine the as is system.
- Collaborated closely with the development team to verify that business needs are fulfilled, and deliverables are produced within specified budget, quality, and time.
- Created and designed Software Requirements Specifications (SRS) document.
- Documented user manual and performed Unit Testing and User Acceptance Testing
- (UAT) on Postman and documented detailed results and provided follow up to resolve the issues.

## Education

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### Master of Science in Engineering Management | University of Houston - Clear Lake, TX

August 2018 – May 2020

**Key Courses:** Business Analytics, Project Management, Technology planning & Management, Negotiation Strategies, Enterprise resource planning, System Engineering & Economics, Operational Analysis.

### Bachelor of Science in Mechanical Engineering | R. C. Patel Institute of Technology – India

August 2010 – May 2016

**Key Courses:** Industrial Engineering, Business Administration, Numerical Analysis and computational methods, Fluid Mechanics, Mechanical Vibration, Information Technology, Electronics and Communication.

## Certification

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- SAP Next - Gen recognition as SAP software solutions portfolio
- Business Analysis - Foundation, Endorsed by IIBA.
- Agile Requirement foundation - Endorsed by IIBA.
- SQL Essential Training.
- Business Process Modeling.
- Power BI essential training.
- Advance Microsoft Power BI.
- SAP Business One Training

## Academic Experience

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### **OPERATIONS & GRADUATE ASSISTANT | University of Houston- Clear Lake - TX**

**September 2018 – December 2019**

- Adhered to university requirements for student assignments, testing, and grading of work.
- Supported department faculty with administrative assistance, as well as curriculum and research support. Liaised between professors and students to provide information on the subject matter, assignments and class expectations.
- Assisted with day-to-day operations of facility, including scheduling & customer service
- Reduced manual efforts by 400+ hours per year by developing Excel tool which generated monthly reports used by Enterprise Project Management Office leadership for resource capacity/demand planning.

## Academic Projects

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### **FITNESS APPLICATION**

**January 2020 – April 2020**

- Elicited and gathered the requirements from the stakeholders and the SME's.
- Used Waterfall methodology throughout the project.
- Created Functional Requirement Document (FRD) and Business Requirement Document (BRD)
- Developed Unified Modelling Language (UML) diagrams like use-case diagrams, class diagrams and sequence diagrams.
- Collaborated closely with the development team to verify the requirements and deliverables that were to be produced in schedule time with good quality.
- Documented user manual and facilitated UAT.

### **CHATBOT**

**August 2019 – December 2019**

- Analyzed, elicited and gathered requirements from different users.
- Interviewed different users to gather functional and non-functional requirements.
- Conducted surveys to analyze benefits and drawbacks.

### **SAP WITH GLOBAL BIKE INC.**

**August 2018 – April 2019**

- Identifying the organizational structure and Business process of the company.
- Understanding the product range of the organization.
- Identifying the key stakeholders and partners of the project.
- Cross functional integration and process integration of the organization.
- Created a smart form to provide the receipt details to a donor after the fund proposal agreement.
- Created a graphical calculation view using SAP HANA studio which will provide the details of the product range, Plant location, Inventory Availability, etc.

### **TIDY CULTURE – NEW BUSINESS DEVELOPMENT**

**January 2020 – May 2020**

- Developed a complete business model for a start-up called “tidy-culture”. It was e-commerce start-up wanted to provide cleaning services over the mobile App.
- Identified the requirement of the stakeholder. Elicitation and documentation of the requirement gathered.
- Identified the value proposition for the project, scope of the product and conducted the risk analysis.
- Created 10-year forecasting of financial plan & expense plan.
- Created a global expansion strategy for the start -up in next 10 years.

### **CROP MONITORING USING IOT**

**January 2016 - May 2016**

- IOT technology helps in collecting information about conditions like weather, moisture, temperature and fertility of soil, crop online monitoring enables detection of weed, level of water, pest detection, animal intrusion into the field, crop growth, agriculture.
- To view remotely the conditions in the form of image and video, wireless cameras have been used.
- A smart phone empowers farmer to keep updated with the ongoing conditions of his agricultural land using IOT at any time and any part of the world. IOT technology can reduce the cost and enhance the productivity of traditional farming.

## Awards & Achievements

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- Inter – Corporate Event Organizer - Lucent Innovation
- Performance of the year – For Best performance in first year of Employment
- Organized Inter- University event in Undergrad University
- Pioneer of rural development and child education awareness program in Undergrad University.
- President of Mechanical Engineering Student Association.