

PRATIKSHA BENDRE

PMP, CSPO

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PROFESSIONAL SUMMARY

Data-driven Business & Analytics Manager with 8+ years of experience driving digital transformation through business intelligence and data analysis. Expertise in data visualization (Power BI, SQL), KPI reporting, and business process optimization to improve operational efficiency and decision-making. Proven leader in managing cross-functional teams, enterprise system implementations, and aligning data strategies with business goals for measurable results.

CORE SKILLS AND TOOLS

- **Business Intelligence & Analytics:** Power BI, SQL, Excel (Advanced), Data Visualization, KPI Reporting
 - **Data Strategy & Process Optimization:** Business Process Analysis, Data-Driven Insights, Digital Transformation, Data Governance
 - **Project & Stakeholder Management:** Agile, Scrum, JIRA, Change Management, Cross-functional Team Leadership
 - **Technical & Business Documentation:** Requirements Gathering, Process Mapping, Standard Operating Procedures (SOPs), Business Case Development
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WORK EXPERIENCE

Business Intelligence & Data Analytics Manager

June 2022 - Present

SPACES IWG - Toronto

- Led \$1M+ enterprise-wide system implementation projects, leveraging data-driven insights to increase operational efficiency by 40%.
- Developed and maintained Power BI dashboards to track and visualize key business metrics, driving improved stakeholder decision-making.
- Managed cross-functional teams (25+ members) across business units, ensuring 95% stakeholder satisfaction and aligning data strategies with business goals.
- Spearheaded the optimization of data workflows and automated reporting, reducing manual efforts by 30% and improving data accuracy.
- Translated complex business requirements into actionable insights, facilitating process improvements and creating detailed process documentation.

Business Intelligence Analyst

Aug 2021 – June 2022

Regus IWG - Toronto

- Spearheaded data-driven process improvements, optimizing resource allocation and reducing operational costs by 25%.
- Designed and implemented KPI tracking frameworks to monitor business performance and inform strategic decision-making.
- Led the implementation of facility management systems (\$200K budget), enhancing operational efficiency by 40%.
- Conducted gap analysis and process redesign, reducing business delays by 35%, and improved data-driven reporting accuracy.
- Developed and maintained SOPs and technical documentation to ensure smooth system integration and adoption.

Business Intelligence & Operations Manager**Aug 2018 – Nov 2019**

Regus IWG - Mumbai

- Led data analysis and reporting initiatives to drive SAP implementation, improving operational processes by 30%.
- Developed dashboards and process frameworks to monitor KPIs and support executive-level reporting.
- Collaborated with business stakeholders to transform data insights into actionable strategic decisions.
- Designed and led knowledge-sharing sessions to foster process adoption across business units.

Business Process Analyst**Nov 2017 – July 2018**

Awfis - Mumbai

- Led the analysis and documentation of SAP implementations, achieving 90% stakeholder satisfaction.
- Utilized data visualization and analytics tools to track integration metrics and optimize system performance.
- Analyzed workflows to optimize resource allocation, resulting in a 15% reduction in costs.

Reservations Supervisor**Aug 2015 – May 2017**

The Beatle Hotel - Mumbai

Front Office Assistant**July 2014 – Aug 2015**

Trident Hotel - Mumbai

EDUCATION**Post-Baccalaureate Diploma, Business Management**

Cape Breton University, Nova Scotia

2021

Bachelor of Science, Hospitality & Hotel Administration

IGNOU, Delhi

2014

CERTIFICATIONS

- Google Business Intelligence - Coursera (In Progress - 2025)
- Google Data Analyst – Coursera (In Progress - 2025)
- Practical Application of Gen AI for Project Managers – PMI 2025
- Google Project Management - Coursera 2025
- MS Power BI - The Practical Guide - Udemy 2024
- Project Management Professional (PMP)[®] - PMI 2024
- Certified Scrum Product Owner (CSPO)[®] - Scrum Alliance 2022

KEY ACHIEVEMENTS

- Boosted operational efficiency by 40% through data-driven process automation.
- Reduced manual reporting by 30% via Power BI dashboards and automation.
- Achieved 95% stakeholder satisfaction by implementing data-backed decision-making frameworks.
- Improved strategic visibility by designing KPI dashboards for enhanced business performance tracking.