

# Vivek Zadokar

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## SUMMARY

I am a Business Process Analyst with over 3 years of experience in data mapping, process improvement, and operational optimization. My work focuses on designing effective SOPs and SLAs, enhancing team performance, and using data-driven insights to support informed business decisions. Skilled in Power BI, Quick Sight, SQL, and Python, I bring a structured yet practical approach to transforming data into meaningful strategies, improving workflows, and strengthening collaboration across teams to achieve sustainable results.

## ACCOMPLISHMENTS

- I led a team of 12 members and worked closely with them to improve how we managed daily operations. By refining workflows, setting clear KPIs, and conducting targeted training sessions, we streamlined performance. These efforts helped boost overall process efficiency by around 24%.
- I redesigned the standard operating procedures and workflows to make daily operations smoother. These improvements helped new team members get onboarded faster and reduced documentation mistakes. Overall, the changes led to about a 30% improvement in both accuracy and onboarding time.
- Improved cross-functional collaboration by 27% using Power BI and JIRA for real-time progress tracking.
- Analyzed customer behavior across multiple regions, providing insights that improved business targeting by 20%.

## SKILLS SUMMARY

- 2+ years of experience in Business Analysis, Data Analytics, and Process Optimization.
- Proficient in creating Quick Sight and Power BI dashboards for business performance tracking.
- Hands-on expertise in Excel, SQL and Python for data extraction and analysis.
- Strong background in SOP development, quality assurance, and operational leadership.
- Effective communicator with analytical problem-solving and team management skills.

## SKILLS

Technical Skills – Power BI, Quick Sight, Tableau, SQL, Excel, Python, AWS, DAX, Jira, ServiceNow, Agile Methodology.

Managerial Skills – Team Leadership, SOP Development, Root Cause Analysis, Training & Development, Cross-functional Collaboration, Decision Making, and Time Management.

## EMPLOYMENT HISTORY

### **Business Process Analyst - Amazon** (Aug 2021 – Jan 2024)

- Led and managed a high-performing team of 12, improving operational efficiency by 25%.
- Designed and implemented metrics reports reducing process errors by 20%.
- Developed SOPs and training materials, cutting onboarding time by 30%.
- Conducted training sessions that accelerated team ramp-up time by 40%.
- Performed data-driven customer analysis to support targeted marketing and strategic planning.
- Collaborated with IT, analytics, and operations teams using JIRA and Power BI to improve workflow efficiency.

### **Quality Analyst - HS Brands** (Jan 2021 – Jul 2021)

- Performed internal audits ensuring compliance with quality standards and regulations.
- Developed audit reports highlighting insights and improvement areas for management review.
- Created and maintained SOPs to improve documentation accuracy and reduce process errors.
- Delivered training sessions to enhance quality awareness and compliance adherence.
- Collaborated with cross-functional teams to identify skill gaps and implement improvement plans.

## SCHOLASTICS

B.Tech in Information Technology – Vels University, Chennai (2015 – 2019)