

Anand Agarwal

Business Analytics | Product Management |
Digital Transformation | Market Research | Strategy

Contact Number: +91 9643250037

Email: aba20ananda@iima.ac.in

anandagarwaliim@gmail.com

LinkedIn: <https://www.linkedin.com/in/anand-agarwal-76593868/>

Professional Summary

- **15+ years of work experience in IT (Business Analytics, Digital Transformation & ERP).**
- **Scrum Master (Scrum) / Project Manager - 5+ years of managing the delivery with multiple teams.**
- Experience in Product Lifecycle Management with broad range of exposure across business segments.
- **End Clients – Mckinsey & Company** (Management Consulting- OHI, MM&A), **China Light & Power** (Energy & Utilities), **Gulfstream Aerospace Corporation** (Business Jet Aircraft), **PWC**(Audit), **McKesson Corporation** (Pharmaceutical Company), **PepsiCo- Project One Up** (FMCG), **Sempra Energy** (Energy & Utilities), **Solvay S.A.** (Chemical and Pharmaceutical Company), **St Luke's Medical Healthcare** (Healthcare & Pharmaceuticals), **Astra International** (Automobiles Sector).
- **Certified in ScrumMaster, SAP HANA, SAP CRM, 12 weeks Harvard Manage Mentor Leadership Program**
- **Won Awards** - Infosys Most Valuable Player, Sapient Recognitions for Excellence in work, Accenture Instant karma Achiever Award

Technical Skill Set

- **Worked in Analytical Framework:** Data Extraction, Hypothesis Testing, Exploratory Data Analysis, Data Visualization, Dimension Deduction (PCA, Factor Analysis), Feature Engineering, Model (Thinking, Validation, Interpretation, Deployment), Descriptive / Predictive / Prescriptive Analytics, Inferential Analytics, Artificial Intelligence, Machine Learning, Insight Generation, Causal Inference,
Scenarios Worked – Customer Churn, Sentiment Analysis, Topic Modelling, Conjoint Analysis, Customer Segmentation, Product Launch, Go-to-Market Strategy, RFM, CLV, Credit Risk Analysis, Sales Forecasting, Price Prediction, Accident Analysis Online Advertising Effectiveness & ROI.
Classification Models, Supervised Machine Learning, Unsupervised Machine Learning, Time Series, Text Analytics, Bayesian Analytics
- **Product Development:** Design, Develop, Test & Deploy solution on AWS Cloud, Integration with CMS, GitHub Repository - Apps (Android, IOS), Platform (Desktop, Mobile, iPad), Browser (Chrome, Firefox, Safari), A/B Testing.
- **Worked in R, R-Shiny Dashboard, Python, Tableau, ZOHO Analytics, Stata, SAP-ABAP/4, OOPS ABAP, SAP HANA ABAP, SAP UI5, SAP CRM, HTML5, CSS, JavaScript, jQuery, Oracle, PL-SQL**
- **Domain Knowledge** - Sales, Service, Marketing, Customer Lifecycle Management.
- **Knowledge of Programming Languages:** JSON, XML, C, C++, Angular.js, Node.js, React.js, Django, Flutter.

Projects - Scrum Master (Business Analytics, Digital Transformation)

Jul'18 To Nov'19	Mckinsey Knowledge Center, Gurgaon India	Scrum Master
Responsibilities	<p>Lead M&A BU initiatives for the companies involved in Mergers and Acquisition – Digital Hub Portal which is subscription-based App.</p> <ul style="list-style-type: none">• Worked with client engagement managers on how to design, build M&A proposals (client specific) using highly customizable pre-loaded templates.• Formulated dashboard to track users' engagement basis account activities (Analytics).• Work with partners / stakeholders to identify top 5 features for incremental product dev. <p>Lead OHI BU initiatives to build, design and developed MPC Inspire App which delivers personalized intervention to employees participating in transformation exercise.</p> <ul style="list-style-type: none">• Solution rolled out for ~18K employees of Vallourec and ~50K employees of T-Mobile.• Facilitated cross-functional team to conduct & evaluate A/B tests across US, Europe.• Involved in product demo & business development activities with identified prospects.• Worked with analytics team to identify employees that are likely to get disengaged by studying employee behavior and usage patterns (Analytics). <ul style="list-style-type: none">• Estimating & Resource Planning, Product Road Mapping & Release Development Plan.• Help team to focus on incremental development which meet all the criteria (DoD).• Change requirements adaptation without breaking cadence of the development team.• Organize Daily stand-up meetings to ensure there are no impediments in Dev team.• Arrange weekly demo call with stakeholders/sponsors to collect feedback/suggestion.• Coach individuals on Scrum processes & tools to improve the employee efficiency.	
Achievements	<ul style="list-style-type: none">• Improvement in Customer Experience – Record user feedback basis External Survey / Satisfaction Score to prepare metrics used to evaluate product usage / pitfall.• Collaboration with Mckinsey Leadership – Understand emerging market needs, product feature add-on to help firm to find more opportunities in NA/EUR/APAC regions.• Research and Development – Study product utilization, competitor products analysis (non-price features) to provide best in class features leading to high product adoption.	

Mar'14 To May'16	Gulfstream Aerospace, Savannah USA	Technical Manager
Responsibilities	<ul style="list-style-type: none"> Lead GIS Tiger Team involved in Dev, Support & Sustainment activities alongside with technology implementation partner (HCL Technologies). Daily activity monitoring of geographically dispersed offshore/onsite teams. Feasibility of incoming business requirements, Solution designing & developing TS. Work with cross functional teams to remove Dev team roadblocks. Deployment of Avaya CTI to monitor queue logs, case management, surveys, reports. Deployment of Hybris eCommerce platform & interfaces with backend as ECC. Supported dev teams to build information models for reporting on BW. Prepare & monitor cut-over activities with minimal system downtime. 	
Achievements	<ul style="list-style-type: none"> Quick Turnaround & Higher Customer Satisfaction – CTI, Hybris eCommerce as VAS after sales - services & support leading to sustainable competitive advantage. Support Tickets are closed in Stipulated SLA, Unit Review checklist updated which led to 60% less software bugs, only 4% escaped defects in SIT. 	

Oct'09 To Mar'14	Infosys Technologies, Atlanta USA	Technical Manager
Responsibilities	<ul style="list-style-type: none"> Price Water Cooper – CRM Support & Sustainment – Jan'14 to Mar'14 McKesson Technology Services – Migration to HANA DB – Sep'13 to Jan'14 McKesson Technology Services – CRM Upgrade & Archiving – Jan'13 to Sep'13 McKesson PPS Implementation – ECC and CRM Development – Mar'11 to Jan'13 Swiss Re, Zurich, Switzerland – Audit Development – Jun'10 to Jul'10 McKesson Technology Services – CRM Support & Sustainment – Oct'09 to Mar'11 Prepare Project Plan, Issue & Risk Management, Resolve Client Escalations, Address Dependencies, Resource Planning & Onboarding, Streamlining Process, Quality. Managed Delivery / Scope within budget and keep an eye on potential risk and issues. Daily activity monitoring & work with functional team to remove roadblocks. Bi-weekly call with Client PM / Stakeholders for Project Status 	
Achievements	<ul style="list-style-type: none"> Awarded MVP – Streamline Delivery Process & Building Knowledge Repository. Strategic Win – Infosys was able to bags consecutive projects with McKesson – PPS Implementation, MTS Upgrade, Migration to HANA / Data Achieving. Infosys Funded Certification – CRM, Harvard Manage Mentor Training Programs. 	

Professional Experience

Period	Organization	Domain	Role	Location
Jul 18 – Nov 19	Mckinsey – OHI & MM&A	Digital Transformation, Analytics	Scrum Master **	Gurgaon, India
Mar 14 – May 16	Gulfstream Aerospace	Digital Transformation, Analytics	Technical Manager **	Savannah, USA
Oct 09 – Mar 14	Infosys Technologies	IT – CRM, ERP, HANA, Hybris	Technical Manager / Architect	Atlanta, USA
Jun 09 – Oct 09	IBM Corporation	IT – CRM, ERP	Application Developer	Gurgaon, India
Mar 07 – Jun 09	Sapient	IT – CRM, ERP	Senior Consultant L1	San Diego, USA
Sep 05 – Feb 07	Accenture	IT – ERP	Software Engineer	Bengaluru, India
Aug 03 – Aug 05	SDI Technologies	IT - ERP	Software Developer	Gurgaon, India

** Contractual Role

Start-up Experience

- ➔ **Founder of Omkar Packaging Industries (May 16 – Jul 18, Dec 19 – Till Date).**
Startup in the packaging industry with annual revenue of 1.75 Cr and team size 10 people.

Academic Qualifications

- ➔ **ePost Graduate Diploma in Advanced Business Analytics from IIM Ahmedabad (Mar 2020 - July 2021).**
- ➔ **Bachelor's in information technology from RGPV University (1999-2003).**

Publications

- ➔ **Author for SAPExperts.com:** Campaign discounts, De-Duplication Check for Customer/Prospects.

Training and Development

- ➔ Training on Project Management via Pluralsight (PMI Registered Education Provider), PMBOK.
- ➔ Training on JIRA, AGILE Methodologies, MS Project, MS Excel, Power Point, Word etc.

■ DATE OF BIRTH: **March 01, 1980** ■ NATIONALITY: **INDIAN** ■ LANGUAGES KNOWN: **ENGLISH, HINDI**