

SUMMARY

Technical Project Reporting Analyst with 4+ years of experience leading cross-functional cloud and engineering programs within Azure environments. Demonstrated success driving incident reviews, production risk mitigation, and operational readiness initiatives that improve service reliability and delivery predictability. Skilled at translating customer and stakeholder requirements into scalable workflows, measurable KPIs, and structured execution plans across concurrent programs. Experienced in cloud governance, data-driven prioritization, and partnering with engineering teams to deliver secure, compliant, and high-quality solutions.

EXPERIENCE

Technical Project and Reporting Analyst | UTA – USA

June 2025 - Present

- Led cross-functional initiatives across IT and academic operations teams, managing project timelines, dependencies, and deliverables across 3+ concurrent initiatives with 95% on-time completion.
- Defined and operationalized performance KPIs (issue backlog, turnaround time, workload distribution) and built Power BI dashboards to drive data-informed prioritization, reducing overdue tasks by 18%.
- Partnered with IT and academic stakeholders to translate operational scenarios into structured requirements and backlog updates in Jira.
- Managed RAID logs and risk mitigation plans, proactively identifying dependencies and preventing schedule slippage across concurrent initiatives.
- Facilitated issue triage discussions across stakeholders, driving mitigation ownership and improving resolution consistency by 20%.
- Drove prioritization decisions across competing stakeholder requests using impact-based scoring criteria, reducing unplanned work by 15% and improving delivery predictability.

Systems Engineer – Cloud and Project Delivery| TCS – India

June 2019 – July 2023

- Directed multiple Azure-based cloud delivery workstreams, coordinating engineering and business teams to meet roadmap milestones with 95% on-time delivery.
- Designed structured risk and dependency tracking frameworks (RAID logs) that reduced cross-team blockers by 30% and improved program transparency.
- Developed a Python-based ETL pipeline to extract data from SharePoint using REST APIs and load it into Azure SQL environments, improving reporting latency by 35% and enabling near real-time dashboard updates.
- Contributed to Azure Purview governance initiative by documenting metadata lineage, compliance controls, and data classification workflows, strengthening audit readiness.
- Translated recurring production issues and customer support scenarios into feature enhancements and functional specifications for Azure-based applications, partnering with engineering teams to improve reliability and user experience.
- Led production incident reviews and analyzed telemetry and SQL-based operational datasets to identify recurring failure patterns, reducing repeat incidents by 20%, and improving MTTR by 22%.
- Led Agile sprint ceremonies including backlog refinement and progress tracking, improving sprint predictability and reducing carryover tasks by 15%.
- Partnered with engineering teams to review technical design documents and validate API integrations within Azure environments, ensuring alignment between business requirements and system architecture.
- Created SOPs and onboarding documentation that standardized operational processes and reduced recurring support escalations by 20%.

SKILLS

- **Program Management & Delivery:** Roadmap Execution, Cross-Functional Program Leadership, Risk & Dependency Management (RAID), Incident Management, Operational Readiness, Customer Support Tooling, Agile/Scrum, Sprint Planning, Backlog Refinement, Change Management, Release Coordination, SLA Tracking, Continuous Improvement
- **Cloud & Infrastructure:** Microsoft Azure, Azure Fundamentals (AZ-900), Azure Data Fundamentals (DP-900), Azure Purview (Metadata & Governance), Azure Data Explorer (Kusto – exposure to log/telemetry analysis), Cloud Service Delivery, Compliance Workflows, Privacy Controls, Production Support Coordination, Environment Readiness
- **Data & Analytics:** SQL (Query Writing & Validation), KPI Definition & Tracking, Power BI Dashboarding, Excel (Pivot Tables, Lookups, Advanced Reporting), Excel Macros, Microsoft PowerPoint, Data Validation Logic, ETL Concepts, Data Quality Monitoring, Machine Learning Concepts (model lifecycle & performance metrics), Metric Drift Detection, Root Cause Analysis
- **Engineering & Tools:** Jira, Confluence, ServiceNow, Microsoft Project, SharePoint, Git (basic), Workflow Documentation, SOP Development, User Scenario Writing, Acceptance Criteria Definition, UAT Support

EDUCATION

Master's in Engineering Management
University of Texas at Arlington, TX - USA

August 2023 - May 2025 The