

SUPREET SONDHI

BUSINESS ANALYST - Digital Transformation, Management Consultant & Business Strategy

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📍 Vancouver, BC

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PROFESSIONAL SUMMARY

MBA-qualified Business Operations & Analytics leader with 10+ years of experience enabling **strategic execution, cross-functional project delivery, and process mapping** across organizations. Expertise in translating strategy into **actionable execution plans**, coordinating leaders and teams, tracking milestones, and strengthening delivery through **governance, structured planning cycles, and clear communication**. Coordinated in supporting **U.S. client operations**, managing SLA/KPI-driven delivery, and improving operational execution by 30% through analytics, automation, and dashboard reporting.

SKILLS

- **Strategic Planning & Business Coordination:** Strategic & Business Planning, Annual & Quarterly Planning Cycles, Cross-Functional Project Coordination.
- **Business Analysis & Process Documentation:** Requirements Gathering, Business Requirements & Scope Definition, Process Mapping, Gap Analysis, SOP Documentation, Governance & Standards.
- **Change Management & Stakeholder Engagement:** Stakeholder Workshops, Change Management Support, Training & Adoption Enablement, Stakeholder Management (Executives, Champions, Teams).
- **Operations Governance & Risk Monitoring:** Risk & Issue Tracking, Vendor Coordination, Continuous Improvement (Lean), UAT Coordination.
- **Performance Reporting & Executive Communication:** KPI Reporting & Dashboards, Executive Presentations, Meeting Facilitation & Action Tracking.

TECHNICAL SKILLS & TOOLS

- **Data Analysis & Reporting Tools:** Excel (Advanced), Tableau, Power BI (Basic), Base SAS.
- **Enterprise Platforms & CRM:** Salesforce Platform, SAP, SharePoint.
- **Collaboration & Productivity Tools:** PowerPoint, Word, MS Teams, Zoom, Python (Basic), Outlook.

INTERNSHIP EXPERIENCE

Business Plan Development Assistant (Consulting Internship)

January 2025 - March 2025

Total Parking Solutions Inc.

Vancouver, BC

- Conducted market research, competitor analysis, and customer segmentation across 4 segments to support business planning and go-to-market execution for leadership strategy.
- Maintained **requirements gathering** and performed **gap analysis** between market expectations and current offerings to inform planning decisions.
- Built reporting templates and 3 structured trackers to support planning cycles, follow-ups, and leadership progress updates during business planning.
- Coordinated weekly priorities, tracked 15 action items, and maintained documentation to support leadership review meetings and execution planning.

WORK EXPERIENCE

Senior Business Manager - Operations & Analytics

March 2022 - December 2023

Genpact India Pvt. Ltd., Healthcare & Financial Services

India

- Served as Global Process Owner for Healthcare operations across 1 major vertical, driving compliance-focused governance, documentation, and improvement.
- Led digital transformation initiatives by identifying 5 automation opportunities, conducting **gap analysis**, redesigning workflows, and enabling standardized execution.
- Operated executive KPI dashboards using Salesforce, Tableau, and Excel to monitor 12 operational performance metrics and risks.
- Collaborated with IT, Operations, Finance, and client teams to lead **requirements gathering** and define 10 business requirements aligning priorities for transformation initiatives.
- Facilitated **UAT coordination** and rollout planning for 4 new workflows, coordinating cross-functional training and adoption activities across teams.
- Acted as **Operations Lead for Lease Dimensions' largest U.S. financial client**, managing daily SLA/KPI delivery and leading a team of 35+ employees across operations.

E-commerce Business Owner**August 2019 - February 2022***Online Global Business**Global Operations*

- Operated a global e-commerce business across 4 markets, coordinating online sales activities and expanding digital reach.
- Improved customer acquisition approaches and digital engagement strategies, increasing conversion performance across 3 sales channels.
- Coordinated supply chain activities and order processing operations, maintaining 99% fulfillment accuracy and consistent delivery outcomes.

Business Operations Manager (Project Support)**December 2013 - August 2019***Wipro Limited, Telecom Division**India*

- Collaborated in planning execution, aligning leadership priorities with cross-functional work plans supporting delivery across 6 operational teams.
- Led **process mapping** and Lean improvements, streamlining billing operations and vendor payment cycles across 8 reporting workflows.
- Facilitated cross-functional **stakeholder workshops** to identify operational improvement opportunities and align teams on process enhancements.
- Defined business requirements for 7 system and process changes while supporting rollout planning and implementation communication.
- Developed and refined SOPs, trackers, and templates, improving execution consistency across 12 operational workflows.
- Delivered reporting leadership insights, monitoring 9 performance indicators, improving execution visibility.

Program Manager - Learning & Performance**January 2010 - October 2012***Landmark Worldwide**India*

- Directed planning and coordination of Communication Curriculum programs across 6 cities in North India, assisting with delivery schedules.
- Led stakeholder communication, program logistics, and schedules for 200+ program participants, achieved 80% participant retention through structured coordination and delivery support.

Assistant Manager - Analytics & Client Delivery**September 2005 - January 2010***Genpact India Pvt. Ltd.**India*

- Implemented pricing analytics support for 5 global clients, assisting with revenue optimization analysis across operational environments.
- Created operational dashboards, improving reporting efficiency and tracking 10 performance metrics for leadership review.

EDUCATION

Master of Business Administration (MBA), Business Analytics	2025
<i>University Canada West, Vancouver, Canada</i>	
Master of Arts (M.A.), Economics	2005
<i>Delhi School of Economics, Delhi, India</i>	
Bachelor of Arts (B.A.), Economics	2003
<i>Hansraj College, University of Delhi, India</i>	

CERTIFICATIONS

• CBAP Certification	In Progress
• Base SAS Certification - SAS Institute	2015
• Lean Six Sigma Methodologies - Wipro	2017
• Green Belt Certification - Genpact	2009