AKRITI GAUTAM

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PROFESSIONAL SUMMARY

Professional with hands-on experience in business analysis, project execution, and operational analytics within telecom operations. Skilled in using Power BI, Excel, KPI analysis, and root-cause analysis to identify performance gaps and drive process improvements. Proven ability to collaborate with cross-functional teams and senior stakeholders to strengthen operational performance and support business growth.

CORE COMPETENCIES

Technical Knowledge	Project Management Office (PMO), Workflow Automation, Data Governance, Data Reconciliation, KPI Analysis, Revenue Assurance, Root-Cause Analysis (Pareto/Fishbone), Scenario Modelling
Tools	Power BI, Executive Dashboards, SQL, Tableau, Scorecards, Google Analytics, MIS Reporting, Advanced Excel
Soft Skills	Business Operations, Executive Governance, Stakeholder Management, Cross-functional Leadership, Problem Solving, Strategic Communication

PROFESSIONAL EXPERIENCE

Management Trainee (Office of the Chief Operation Head) · Indus Towers Ltd. *Bengaluru | Oct' 2025 – Present*

Trained across Finance, Key Account Management, and Operations, handling revenue assurance, B2B client onboarding, commercial discussions, and contract negotiations while driving coordination across business, technical, and client-facing teams.

PROJECT MANAGEMENT OFFICER (PMO):

- Analysed performance data across 3,000+ telecom sites to identify and flag potential risks impacting **maintenance, logistics, billings, and disputes**, supporting transformation programme decisions.
- Developed **daily and weekly KPI dashboards** to provide regular project updates to key stakeholders, converting operational data into actionable performance insights and highlighting gaps requiring corrective action.
- Supported IoT backend integration by validating and reconciling live data **from 10+ SNMP sources across 16 clusters**, resolving data inconsistencies to improve operational visibility.
- Applied **Pareto and Fishbone analysis** to recurring operational issues, isolating root causes and developing mitigation strategies and performance-tracking models to address risks.
- Coordinated with **Operations, SCM, Energy, and vendor teams** to resolve technical issues and cross-functional challenges, delivering executive MIS and performance insights

ISP KEY ACCOUNT MANGER (KAM):

- Managed **B2B engagements with ISP clients**, understanding technical requirements and translating them into aligned commercial and technical solutions, ensuring adherence to client specifications.
- Coordinated client onboarding across **technical, legal, and internal teams**, managing project plans and dependencies to ensure timely delivery.
- Led commercial **discussions and contract negotiations**, facilitating system onboarding that enabled clients to raise purchase orders and track project schedules.
- Onboarded 5 ISP clients, driving client acquisition through effective **stakeholder coordination and execution**

FINANCE — REVENUE ASSURANCE (RA PACK):

- Analysed **revenue-related discrepancies** with cross-functional teams to identify and flag potential risks, supporting timely resolution of financial and operational gaps.
- Drove the Revenue Assurance Pack **by analysing financial and operational data**, implementing quality assurance processes to monitor revenue performance and identify discrepancies.
- Performed **data validation and reconciliation**, converting findings into management reports to provide project updates to key stakeholders and improve visibility into revenue performance.

KEY PROJECTS

Recurring Site Optimisation Programme *3 Months · Infrastructure Operations Project*

Framework: *Pareto Analysis · Root-Cause Diagnostic*

Developed an operational scorecard to track 192 interventions across 176 non-compliant sites, providing real-time visibility into milestones and improving execution speed.

80%	~20%	100+	4th Rank
Recurring issues identified	Escalations reduced	Bottleneck managed	Circle Performance

Outcome: Standardized the site optimization tracking process, replacing informal tracking with a structured approach that improved visibility into interventions and programme progress across the portfolio.

Model District Programme — Defect-Free Turnaround *6 Weeks · Worst-to-Model District*

Framework: *Turnaround Strategy · Intervention Portfolio Sequencing · Operational Scorecard*

Developed an operational scorecard to track 192 interventions across 176 non-compliant sites, providing real-time visibility into milestones and improving execution speed.

89	~20%	192	0
Units integrated	Defects remediated	Total workstreams	Post-integration issues

Outcome: Developed and standardized an intervention tracking approach that enabled sites to meet defined operational criteria within six weeks; the approach was subsequently adopted by other transformation programmes.

Summer Intern · Bajaj Capital Limited *Gurgaon | Apr 2024 – Jun 2024*

- Built **deal-scenario models** for scenario analysis, risk assessment, and investment evaluation, translating financial information into executive-ready recommendations.
- Developed client-facing materials that simplified **deal rationale, transaction strategy, and potential synergies** for stakeholder discussions.
- Combined **quantitative analysis with stakeholder** interactions to interpret deal requirements and translate findings into practical business insights.

EDUCATION

MBA — Indian Institute of Management Jammu *2023 – 2025*
Specialisations: Information Technology · Strategy & Marketing

M.Sc. — Maa Shakambari University *2021 – 2023*
Science

B.Sc. — Ch. Charan Singh University *2018 – 2021*
Science

CERTIFICATIONS

- Marketing Analytics – University of Virginia (Coursera)
- Google Analytics for Power Users
- PwC Management Consulting (Forage)
- Project Management (Google)