

MANTHAN PATEL

Business Analyst | HR Systems | Data & Reporting | Process Improvement

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PROFESSIONAL SUMMARY

Business Analyst with 5+ years of experience across **digital transformation, business systems, data analysis, process improvement and stakeholder engagement**. Recent UCD experience includes a university-wide transformation programme covering **HR systems, digital workflows, requirements gathering, UAT, data validation, reporting and implementation**. Previous Accenture experience adds **Power BI and Excel reporting, data quality monitoring, operational analytics and issue investigation** in a high-volume enterprise environment. Strong at translating data, system and stakeholder needs into **clearer processes, accurate information and practical business improvements**.

CORE SKILLS

Business Analysis	Requirements elicitation and validation, stakeholder engagement, requirements documentation, user stories, process mapping, workshop facilitation
Process & Product Improvement	As-is/to-be analysis, workflow analysis, gap and root-cause analysis, user and system experience, customer journeys, service improvement
Testing & Change Delivery	UAT coordination, test validation, issue investigation, Implementation support, go-live readiness, training, business readiness
Data & Reporting	Advanced Excel, Power BI, Tableau, dashboards, data analysis, reporting, trend and exception analysis, Management & Governance reporting, SQL
Project and Delivery	Project progress tracking, RAID/ issue management, decision & action tracking, Milestone reporting, Agile delivery, BAU handover documentation
Stakeholder & User Support	HR Operations, Schools, cross-functional collaboration, Business and technology translation, user guidance, training materials,

APPLIED AI & TECHNICAL DEVELOPMENT

- Hands-on development through Outskill's Generative AI Engineering Bootcamp and independent projects, using **AI-assisted development, RAG, MCP, LLM tool calling, agents and grounded workflows**. Developing Python, APIs, Git/GitHub and workflow automation for business and transformation use cases.

EXPERIENCE

Business Analyst | University College Dublin *Mar 2025 - Aug 2026* | Dublin

- Supported a **university-wide transformation programme** redesigning hourly-paid processes across HR Operations, Schools and system stakeholders, from requirement through phased implementation.
- Analysed and validated **two years of historical hourly-paid employee and payment data**, identifying trends, anomalies, process issues and exceptions for operational and governance review.
- Gathered and documented **business and functional requirements** through meetings, workshops and stakeholder engagement, translating needs into process, workflow and implementation changes.
- Analysed current-state processes and user journeys, **identifying gaps and supporting clearer future-state workflows** across multiple workstreams.

- Coordinated UAT across **14 InfoHub forms and workflows across different stakeholders**, validating roles, payments, supporting documents, contract outputs and end-to-end behaviour before go-live.
- Produced **Excel and Tableau analysis, governance reporting and decision documentation** used by **UMT, ARMC and senior university leadership** to support strategic and operational decision-making.
- Worked with Schools, HR Operations and workstream leads to resolve workflow issues, **support phased implementation and improve readiness through guidance, FAQs, website content** and training materials.

Manager | Red Torch Ginger Jan 2023 - Mar 2025 | Sandyford, Ireland

- Managed **daily operations, staffing and team performance**, balancing service standards, resources and competing priorities.
- Used **customer and team feedback to improve workflows**, resolving operational issues and strengthening service delivery.
- Improved service processes and trained staff, contributing to a **30% rise in customer retention**.

Senior Analyst | Accenture Nov 2019 - Jan 2023 | Dublin, Ireland

- Supported **digital operations for a major global client**, monitoring workflow quality, data accuracy and policy compliance in a high-volume environment.
- Used Power **BI reports and dashboard** to track quality, productivity trends, and management KPIs.
- Performed **root-cause and quality analysis** to identify recurring workflow issues and collaborated with policy teams to drive resolutions.
- Coached **team members and new joiners** on process, quality and performance standards, improving consistency across the team.
- Contributed to initiatives associated with a **6% reduction in absenteeism and 8% productivity improvement** in 2022.

Business Analyst Project | Olivia's Haven Jan 2022 - May 2022 | Belfast, NI

- Gathered **business requirements** through stakeholder interviews, workshops, and identifying pain points.
- Created **process flows, use cases, user stories and gap analysis** and presented recommendations to support solution design.
- Presented **gap-analysis findings and recommendations** to stakeholders to support solution design.

Resolution Associate | PokerStars May 2019 - Nov 2019 | Dublin, Ireland

- Reviewed **identity and verification documents** in line with KYC and AML/CFT requirements.
- Resolved **account and verification issues** through live chat and case handling, and compliance issue.
- Managed **high-volume verification cases and document workflows**, maintaining within service targets.
- Achieved a **96% productivity rate in case resolution**, receiving recognition for strong performance.

QUALIFICATIONS & EDUCATION

- **Education Degrees** : MSc, Business Management and Leadership - Ulster University - 2022
| MA, Dispute Resolution - Independent College - 2018 | BE, Biomedical Engineering - 2015
- **Professional** : Diploma in Digital Business Analysis - UCD Academy - 2023
- **Certifications** : Scrum Master Certification - 2024 | PRINCE2 Training - 2025 | AI Generalist Outskill - 2026

SELECTED DIGITAL PRODUCT & AUTOMATION PROJECTS

- **Silicon Meditech | Digital Transformation & Automation**: Built digital platforms and automation workflows for **India and USA operations**, translating business needs into practical digital solutions.
- **Focus Mode | Productivity & Workflow App**: Designed a working web app for **planning, focus, goal management and shared workflows**.