MANTHAN PATEL

HR Transformation | Business Analysis | Digital Change

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PROFESSIONAL SUMMARY

Business Analyst with hands-on experience delivering UCD's university-wide **Hourly Paid transformation programme**: stakeholder discovery across approximately 30 Schools, HR process mapping, historical-data analysis, UAT and phased implementation. Independently identified and built a **Power Automate Desktop workflow** that increased observed processing throughput by about **4×**. Brings earlier Accenture experience in policy-led operations, quality analysis, coaching and team coordination, alongside postgraduate business and leadership study and practical digital-change delivery.

CORE SKILLS

HR Transformation	Stakeholder discovery, HR workflows, operating procedures, service improvement
Business Analysis	Requirements, workshops, process maps, gap analysis, user stories
Data & Insight	Historical-data analysis, Advanced Excel, Power BI, Tableau, reconciliation
Testing & Change	UAT, 14 HR forms/workflows, defect tracking, readiness, go-live support
HR Systems & Delivery	PeopleXD/CoreHR, InfoHub, Jira, Confluence, Visio, Figma
Automation & AI	Power Automate Desktop, exception handling, LLM evaluation, RAG, agents

PROFESSIONAL EXPERIENCE

Business Analyst | University College Dublin Mar 2025 – Nov 2026 | Dublin

- **Contributed to UCD's university-wide Hourly Paid transformation programme**, supporting analysis and delivery across HR Operations, Schools and digital systems.
- **Facilitated stakeholder meetings and workshops across approximately 30 Schools**, clarifying user needs, current practices, pain points and service requirements.
- **Mapped current- and future-state HR processes**, roles, hand-offs and controls, identifying gaps and practical opportunities to improve consistency and the user journey.
- **Analysed and validated three years of Hourly Paid data** in Advanced Excel, investigating exceptions, reconciling discrepancies and presenting findings to university management.
- **Coordinated and carried out UAT across 14 HR forms and workflows**, preparing scenarios, checking end-to-end outcomes, logging defects and retesting fixes with stakeholders.
- **Produced business and functional requirements, process maps, data-migration mappings**, validation and reconciliation evidence, trackers and decision documentation.
- **Supported phased implementation and readiness** through issue resolution, user guidance, training materials, FAQs and BAU documentation.

Automation Initiative | HR Document Workflow

- **Identified manual file preparation and naming as a bottleneck** in repetitive HR document processing, creating avoidable handling effort and limiting throughput.
- **Built an Excel-driven Power Automate Desktop workflow** to locate files and apply consistent naming rules; observed throughput rose from about 13 items per hour manually to 50–60 with automation support, with human checks retained. Final HR-system upload remained manual.

PROFESSIONAL EXPERIENCE CONTINUED

Senior Analyst | Accenture Nov 2019 – Jan 2023 | Dublin

- **Reviewed high-volume Trust & Safety cases** for a global social media platform, applying 20+ policies to sensitive content, quality decisions and complex escalations.
- **Used Power BI and Advanced Excel** to analyse quality and productivity trends, operational KPIs and exceptions in a large, policy-controlled environment.
- **Investigated recurring workflow and quality issues** through evidence review, root-cause analysis and collaboration with policy and operational stakeholders.
- **Supported quality assurance and consistent policy application** through case reviews, accuracy checks and clear guidance on procedures and emerging issues.
- **Coached new joiners and colleagues** on complex cases, policy interpretation, quality expectations and effective working practices.
- **Provided acting team-lead cover on night shifts**, coordinating workload, escalations and communication to support operational continuity.

Manager | Red Torch Ginger Jan 2023 – Mar 2025 | Dublin

- **Managed daily operations, staffing and shift priorities** while balancing service quality, customer demand, team performance and operational standards.
- **Resolved customer and operational issues** using staff feedback and practical problem-solving to improve workflows and consistency.
- **Trained and coached staff** on operating procedures, service standards and effective working practices during busy periods.
- **Coordinated team communication and day-to-day resources** to maintain service delivery and address issues before they disrupted operations.

Business Analyst Project | Olivia's Haven Jan – May 2022 | Belfast (concurrent)

- **Gathered business requirements through stakeholder workshops** to understand customer journeys, pain points and needs for a potential flagship-store opportunity.
- **Created user stories, use cases, process maps and gap analysis**, using MoSCoW prioritisation to clarify essential and lower-priority requirements.
- **Presented findings and recommendations to stakeholders** to support process improvement, customer-journey design and implementation planning.

Resolution Associate | PokerStars May – Nov 2019 | Dublin

- **Investigated customer accounts, payment and identity-verification cases** using CRM evidence and applying KYC, AML/CFT and compliance procedures.
- **Managed high-volume cases under quality and response-time expectations**, resolving issues or escalating complex and higher-risk cases with supporting evidence.
- **Maintained a reported 96% case-resolution productivity rate** while supporting accurate customer communication and policy-compliant case handling.

Manager | Centra Jun 2015 – Apr 2019 | Dublin

- **Supported store operations and colleague coordination** across daily service, rostering, shift priorities and frontline customer issues.
- **Handled ordering, stock and inventory controls** to help maintain availability and consistent operation of a busy retail environment.
- **Held opening, closing, cash and reconciliation responsibilities** while training colleagues and supporting reliable day-to-day procedures.

APPLIED AI AND TECHNICAL DEVELOPMENT

- **Completed structured, self-funded Outskill AI Generalist and Generative AI Engineering coursework**, reinforced by practical exercises and independent product work.
- **LLM application and evaluation:** frame business problems with prompts, assess model outputs, test failure cases and improve instructions while retaining human review.
- **Retrieval-augmented generation (RAG):** practise grounded document workflows, retrieve relevant source context and review answers for unsupported claims.
- **AI agents, tool calling and MCP:** explore how language models use tools and APIs and pass structured context between components in prototypes.
- **AI-assisted delivery and automation:** use models to support requirements clarification, user journeys, rapid prototyping, testing and documentation.
- **Developing technical toolkit:** Python, API integration, Git/GitHub and iterative debugging through independent implementation projects.

SELECTED DIGITAL PRODUCT AND AI PROJECTS

Digital Transformation Project | Silicon Meditech Independent project | India and USA

- **Translated stakeholder needs into two live customer-facing websites** for India and USA audiences, shaping requirements, information architecture and service journeys.
- **Managed iterative delivery and testing** across site structure, content, user experience, review cycles and launch coordination.
- **Explored workflow automation and AI-assisted prototyping** to speed up iteration cycles and identify opportunities for further digital integration.

Product and Workflow Design | Focus Mode Independent project | Web application

- **Designed and iterated a working productivity application** connecting daily planning, focus sessions, goals, milestones, shared planning and progress review.
- **Translated user problems into structured journeys**, user stories, acceptance criteria and a prioritised feature backlog.
- **Used AI-assisted development and practical testing** to build and refine increments, capture feedback and remove friction from key workflows.

AI Product Prototype | Gym Floor Independent project | In development

- **Developing an AI-supported fitness and coaching concept** with planned onboarding, workouts, saved programmes and contextual conversations.
- **Exploring user journeys, requirements and prompt-driven interactions** through early prototypes, with emphasis on usability and relevant coaching context.
- **Applying feedback, acceptance criteria and iteration** to refine the concept and decide which features provide practical user value.

QUALIFICATIONS AND EDUCATION

- **Education**: MSc Business Management & Leadership, Ulster University (2022); MA Dispute Resolution, Independent College (2018); BE Biomedical Engineering (2015).
- **Professional diplomas**: Digital Business Analysis and Project Management, UCD Academy.
- **Additional professional development**: Agile Scrum Master (2024), Lean Six Sigma, PRINCE2 training; Outskill AI Generalist and Generative AI Engineering coursework (2026).