

Hitesh Dhanani

Technical Analyst I

Contact

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Skills

Technical Support



Technical Diagram Design



Documentation
Management



Project organization



MS Office



Relationship development



Communications



Problem resolution



Process improvement



Business operations

Capable Technical Analyst with proven history of enhancing BAU operations. Proficient in Stakeholder Management, Requirement Gathering, Knowledge Broadcasting, Initiation and Planning. Well-coordinated in addressing problems, investigating root causes and implementing successful resolutions. Recognized consistently for performance excellence and contributions to success in day to day business functions. Seeking to diversify and add on to my skills in another industry to serve the organization with the best of both worlds when it comes to practicing skills.

Work History

2019-11 -
Current

Technical Analyst I

Here Solutions Pvt Ltd, Mumbai, Maharashtra

- Authored technical requirement documentation to suit business goals and technological limits.
- Advised project managers on simultaneous technical workstreams, aiding in alignment of broader business goals.
- Standardized technical operations reporting parameters to reduce wasted and redundant effort across multidisciplinary teams.
- Evaluated current processes to develop improvement plans.
- Saved 8000 man hours by implementing cost-saving initiatives that addressed long-standing problems.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Preparing and Maintaining communication matrices for different projects
- Gathered requirements, defined scopes, allocated resources and established schedules meeting or exceeding project demands.
- Maintained tactical control of project budgets and timelines to keep teams on task and achieve schedule targets.
- Closely collaborated with project members to identify and quickly address problems.
- Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.

Data Analysis

Strategic Planning

Negotiation

SQL and databases

Decision Making

Scrum

Kanban

Team Player

Active Listening

Conflict Management

Languages

Hindi

English

Sindhi

Telugu

- Identified innovative and automated approaches to routine tasks, making suggestions that were widely received.
- Created workflow diagrams and Gantt charts to clearly demonstrate processes and timelines.
- Led cross-functional teams to analyze and understand enterprise-wide operational impacts and opportunities of enhancements in tool used in content creation
- Diminished process gaps

2016-03 -
2019-10

Spatial Data Specialist II

Here Solutions Pvt Ltd, Mumbai, Maharashtra

- Subject Matter Expert for the Project
- Responsible for overall APAC regional analysis on Customer/End user inputs
- Led the presentation for Statistics and record sharing with both internal and external stakeholders - Weekly, Monthly and Quarterly
- Collaborating with different teams internally to get the scope delivered to the end user
- Handling Customer inputs and work for the strategic pillar of "Customer Centricity" for the organization
- Responsible for project's budget analysis and resource allocation regionally
- Subject Matter Expert for APAC region - Customer/End user inputs
- Responsible for Quality of edits submitted by the communities and ensure safe bi-weekly release of the database.
- Provided training to cross regional office resources on quality assurance and provided feedback accordingly
- Closely collaborated with Community Analysts on refining the customer input to decrease the rejection percentage

Education

2010-07 -
2013-07

Bachelor of Management Studies: Finance

Pillai's College Of Arts, Commerce And Sciences - Navi Mumbai

- Organizing head of the BMS Annual Fest - "Corp Rova"
- Member of the Organizing Committee of Annual College Fest - "Alegria"
- Led the Marketing Committee of the Annual College Fest - "Alegria"
- Led the Technical and Operations Committee of the Annual College Fest - "Alegria"

2008-05 -
2010-05

Higher Secondary Certificate: Commerce

Mahatma School Of Arts, Commerce And Sciences - Navi Mumbai

1998-07 -
2010-04

Secondary School Certificate

Dwaraka High School - Hyderabad

- Elected Captain of Cultural Activities of the school from grades 7th through 10th
- Awarded best essay on Green Cities by the ex CM of the State - Shri. Chandrababu Naidu
- Won many laurels for the school in the field of Dance
- Represented in the inter school dance competitions
- Got featured in the local newspaper (Deccan Chronicle) for a performance

Accomplishments

- Performed Requirement Gathering, Initiation, Planning and Knowledge broadcast functions for any new Launches in terms of process/product for Content Creation
- Effective Stakeholder Collaboration with various internal teams to execute a launch
- Data Organization - Classified, recorded and summarized
- Complied with Organizational KPIs and SLAs
- Assisted in Green Belt project for Customer Centricity
- Proposal creation and Process redesigning - E2E and implementation

- Simplification of processes in Standard Definition Maps to reduce the lead/lag time - Appreciated by the SVP of the organization
- Created MVPs for various internal projects to enable Speed to Market requests for the organization
- Responsible for E2E launch and scale of a tool catering to ~300 resources

Interests

Reading

Football

Movies

TV Series

Gaming

Music