

CHINTAN RATHOD

Calgary • (437) 260-9288 • chintanr21@gmail.com

<https://www.linkedin.com/in/chintan992/> • <https://github.com/chintan992>

PROFESSIONAL SUMMARY

Detail-oriented and innovation-driven **Business Process Analyst** with hands-on operational experience within **Pryatna Charitable Trust**, a post-graduate credential in **IT Business Analysis**, and an engineering background in Information Technology. Possesses practical experience identifying workflow bottlenecks, drafting business requirements, engineering data visualization tools (Power BI), and deploying AI/machine learning solutions. Demonstrates strong familiarity with Compugen's internal ecosystem—including **JD Edwards (JDE)** and **ISO Quality Management Systems (QMS)**. Adept at translating operational pain points into digital use cases, facilitating stakeholder change adoption, and championing responsible AI and low-code automation to drive measurable efficiency.

CORE COMPETENCIES & TOOLKIT

- **Business Process Optimization:** Current-State & Future-State Process Mapping (BPMN, Visio), Root-Cause Analysis, Requirements Elicitation (BRD, FRD), User Stories & Acceptance Criteria, Lean Six Sigma Methodologies, Agile / Scrum Delivery.
- **AI & Automation Enablement:** Microsoft Copilot & Copilot Studio, Power Automate (Workflows & RPA), Responsible AI Governance, Prompt Design & Validation, Human-in-the-Loop Verification, Pilot Testing & Scaling.
- **Operational Platforms & Data Analysis:** JD Edwards (JDE EnterpriseOne), Warehouse Management Systems (WMS), Power BI (DAX, Power Query), SQL Server (T-SQL), Tableau, Advanced MS Excel, Python.
- **Change Enablement & Governance:** User Acceptance Testing (UAT), Standard Operating Procedures (SOPs), Job Aids & Knowledge-Base Documentation, Frontline Coaching, Operational Readiness & Adoption Tracking.

EDUCATION

Ontario College Graduate Certificate — Information Technology Business Analysis (ITBA)

Conestoga College — Kitchener, ON | *January 2022 – April 2023*

Specialized Focus: Business Process Modeling, Requirements Gathering, Agile Systems Analysis, Enterprise Data Management, Quality Assurance.

Bachelor of Engineering — Information Technology

Gujarat Technological University — Ahmedabad, India | *July 2016 – September 2020*

PROFESSIONAL EXPERIENCE

Compugen Inc. — Richmond Hill, ON

Integration Technician | July 2023 – Present

- Manage end-to-end order execution, configuration, and verification within **JD Edwards (JDE)** and **WMS**, ensuring timely order fulfillment and accurate system tracking across multi-step operational lifecycles.
- Strictly adhere to and monitor **ISO 9001 Quality Management System (QMS)** procedures, actively flagging procedural anomalies and identifying workflow risks to maintain operational integrity.
- Partner cross-functionally with logistics, engineering, and vendor technical support teams to troubleshoot complex deployment challenges and resolve recurring hardware/software discrepancies.
- Author and update technical work instructions and knowledge-based articles to standardize configuration protocols, onboarding documentation, and process consistency across technical staff.
- Analyze recurring technical failures and bench bottlenecks, recommending targeted process and procedural adjustments that enhance throughput and deployment quality.

Pryatna Charitable Trust — Ahmedabad, India

Data Analyst & Team Lead (AI & Analytics) | September 2021 – January 2022

- Led a 7-member cross-functional team in the research, design, and deployment of an **AI/ML prediction solution** for an Intel-partnered education initiative, driving a **15% measurable improvement** in academic performance metrics.
- Facilitated stakeholder discovery sessions to identify operational pain points, define measurable KPIs, and translate business expectations into clear technical and process specifications.
- Engineered interactive **Power BI dashboards** and automated data ingestion workflows using Python, providing leadership with real-time operational visibility and evidence-based decision-making capabilities.
- Authored operational handbooks and conducted targeted user training to build stakeholder confidence, reinforce output validation, and transition the solution into sustained community ownership.

Martech — Kalol, India

Junior Data Analyst | **May 2021 – September 2021**

- Collaborated on the design, validation, and pilot deployment of an **AI-powered recommendation engine**, achieving a **28% increase** in user engagement and satisfaction.
- Mapped current vs. future-state user workflows using **MS Visio**, highlighting process inefficiencies and gathering requirements to streamline service delivery.
- Built dynamic **Tableau** reports and automated recurring data extractions, saving operational teams hours of manual effort weekly and improving data visibility.
- Designed and executed User Acceptance Testing (UAT) scripts to validate data accuracy, business rules, and interface usability prior to full-scale launch.

Encube Labs — Gandhinagar, India

Business Analyst | **April 2020 – April 2021**

- Executed data-driven customer segmentation using **SQL Server**, identifying target behaviors and supporting an **8% increase** in retention through optimized marketing processes.
- Partnered with sales, operations, and marketing stakeholders to capture functional requirements, define process logic, and draft clear decision records.
- Created centralized **Power BI reporting dashboards** tracking key operational performance indicators (KPIs), enabling data-driven evaluations of strategic initiatives.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- **Machine Learning & Deep Learning Certified Engineer** — Silver Oak University
(*Credential ID: MEDHA001661*)
- **Hands-on Exposure:** Microsoft Copilot, Copilot Studio, Power Automate, Lean Six Sigma process improvement principles