

Nikita Sharma

nikita.s1214634@gmail.com • +91 7027606368 • [LinkedIn](#)

SUMMARY

Strategy & Operations professional and Double Gold Medalist (SRCC) with nearly 5 years of experience driving business transformation, operational excellence, and strategic initiatives across Amazon, EY, and TCS. Experienced in leading cross-functional programs, solving ambiguous business problems, and translating data-driven insights into scalable business outcomes.

EXPERIENCE

Business Analyst | Amazon Development Centre (India) Private Limited

Aug 2024 – Dec 2025

- Led the 0-to-1 post-merger integration of Amazon's Japan operations by redesigning the operating model, coordinating cross-functional execution, and establishing scalable governance mechanisms, enabling a 30% faster transition while maintaining 100% SLA compliance.
- Developed project plans, execution trackers, governance reports, and standardized documentation to manage evolving scope, monitor project progress, and improve execution visibility across cross-functional stakeholders.
- Designed and implemented an Error Ownership Framework by analysing recurring pricing defects and ownership gaps, strengthening governance across Category and Operations teams and reducing defect-related tickets by 15%.
- Redesigned high-risk operational workflows supporting pricing corrections, customer communications, and refund discrepancies by introducing governance controls, semi-automating repetitive activities, and standardizing SOPs, improving team throughput by 20%.
- Established a centralized SharePoint knowledge repository comprising SOPs, reusable templates, and organizational process assets, improving onboarding efficiency, documentation governance, and execution consistency.
- Designed structured hiring, onboarding, and mentoring programs that supported scaling the analyst team from 14 to 40 FTEs, while improving onboarding consistency and mentoring 15 analysts through performance development.

Business Analyst / Knowledge Analyst | Ernst & Young GDS LLP

Aug 2023 – Mar 2024

- Conducted market intelligence, competitive benchmarking, and regulatory analysis to evaluate a European pharmaceutical client's expansion into the healthcare robotics market, synthesizing findings into strategic recommendations for leadership.
- Synthesized market intelligence, corporate governance research, and root cause analysis into executive-ready insights, enabling senior leadership to identify recurring business risks and inform strategic decision-making.
- Developed competitive intelligence on Generative AI by benchmarking competitor initiatives, analysing adoption trends, implementation challenges, and emerging opportunities to support innovation strategy discussions.
- Benchmarked competitor innovation ecosystems, academic collaborations, and industry partnerships to identify best practices and strategic opportunities for strengthening organizational innovation capabilities.
- Supported consulting engagements across Healthcare, ESG, and TMT sectors by delivering bespoke research, proposal support, and executive-ready reports while managing evolving stakeholder requirements and project workstreams.
- Developed and implemented a strategic risk framework that reduced operational overhead by 12%, while partnering with senior stakeholders to drive execution excellence and improve Client NPS by 15%.

Business Systems Analyst / System Engineer | Tata Consultancy Services

Oct 2018 – Jul 2021

- Developed and enhanced Business Intelligence solutions using Power BI, SAP BusinessObjects, and QlikView, improving reporting efficiency by approximately 20% through automation and process optimization.
- Partnered with business and technical stakeholders to gather requirements, conduct impact assessments, and coordinate end-to-end delivery of reporting and analytics solutions, ensuring successful implementation with minimal business disruption.
- Managed business-critical production incidents by facilitating structured root cause analysis using 5-Whys and Fishbone techniques, coordinating cross-functional resolution, and reducing average incident resolution time by 50%.

- Developed SOPs, support manuals, and knowledge assets while mentoring team members and training 30+ Finance, HR, and Operations users in SQL and analytics, improving onboarding and enabling self-service reporting.

CORE COMPETENCIES

Strategy & Operations: Business Strategy, Strategic Planning, Market Intelligence, Competitive Intelligence, Business Process Improvement, Operational Excellence

Program & Project Management: Project Management, Project Governance, Cross-functional Leadership, Stakeholder Management

Business Analysis: Requirements Gathering, Process Mapping, Root Cause Analysis, Impact Analysis

Business Transformation: Business Operations, Process Transformation, Process Standardization, Change Management, Continuous Improvement, Documentation Management

Research & Analytics: Strategic Research, Market Research, Industry Research, Proposal Development, Executive Reporting

Tools: Microsoft Excel, SQL, Power BI, Tableau, SAP BusinessObjects, QlikView

KEY ACHIEVEMENTS

- Earned Double Gold Medals and Dean’s List recognition during the PG Diploma program for academic excellence.
- Ranked among the Top 15 Student Ambassadors for BOA’22.
- Received a Letter of Recommendation from Learn For Cause for being among the Top 5% of Live Project Interns.

EDUCATION

Shri Ram College of Commerce (SRCC), Delhi University May 2023
PG Diploma (MBA Equivalent), Global Business Operations
78.2% | Double Gold Medalist

Seth Jai Prakash Mukand Lal Institute of Engineering and Technology, Kurukshetra University May 2018
Bachelor of Technology (Information Technology)
73.5%

LEADERSHIP ACTIVITIES

Head of Corporate Outreach | Internacia, SRCC Jan 2022 – May 2023
• Established partnerships with 50+ SMEs to drive industry-academia collaboration and student engagement.

Student Ambassador | BOA’22, IIM Mumbai Jan 2022 – Mar 2022
• Drove revenue growth of INR 7,00,000 through strategic marketing initiatives.

EARLY CAREER & INTERNSHIPS

Market Research Intern | Earnest Fin-tech Jun 2022 – Aug 2022
• Partnered with the Co-Founder to design a communication management plan for cross-functional teams.
• Drove stakeholder management through timely delivery of accurate, actionable, and insightful recommendations.
• Spearheaded implementation of CRM platforms and represented key customer journey touchpoints using Miro.

Program Manager Intern | Learn For Cause Feb 2022 – Apr 2022
• Converted 20+ outreach leads into strategic partnerships for the WomenOfCODE initiative through stakeholder engagement and relationship building.
• Hired, onboarded, and led a team of 10+ Program Coordinators to execute the WomenOfCODE event end-to-end, ensuring seamless cross-functional coordination.

INDUSTRY EXPOSURE

EdTech • E-commerce Platforms • Digital Operations • Customer Satisfaction • Healthcare • Technology