

Kartik Kodilkar

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PROFESSIONAL SUMMARY

ITIL v4 Certified Business Analyst with 7+ years of experience specialising in as-is / to-be IT operations workflow documentation, process gap analysis, process inefficiency identification and ITIL-aligned improvement roadmap development. Proven track record of documenting and assessing current IT operations workflows, identifying performance gaps and automation opportunities, and developing actionable recommendations aligned to future-state operating models. Holds an MSc in Business Analytics (First Class Honours, DBS 2025).

SKILLS

ITSM Process Analysis: As-Is / To-Be Process Mapping | IT Operations Workflow Documentation | Gap Analysis | Process Inefficiency Identification | Performance Gap Analysis | ITIL-Aligned Process Design | Future-State Operating Models

Business Analysis: Requirements Gathering & Documentation | Workshop Facilitation | BPMN Process Design | RACI Frameworks | Impact Assessment | Improvement Roadmaps | Actionable Recommendations | Automation Opportunity Evaluation

Stakeholder & Leadership: Cross-functional Facilitation | Senior Stakeholder Engagement | Governance Reporting | Influence & Negotiation | Vendor Management | Executive Communication

ITSM & ITIL: Incident Management | Problem Management | Change Management | Request Management | SLA / KPI Governance | Continual Service Improvement

Infrastructure & Tools: Power BI - Excel (Advanced) | Python (Pandas, NumPy, Scikit-Learn) | ServiceNow | Confluence | MS Teams | SharePoint | Jira Service Management | Grafana | Microsoft Office Suite

KEY ACHIEVEMENTS

- Reduced repeat P1/P2 incidents by **20%** at Cerence through end to end as-is process gap analysis, future-state workflow redesign and structured corrective action implementation directly improving service delivery performance
- Reduced P3 SLA breaches by **10%** at TCS by identifying an unowned escalation workflow gap, redesigning the process end to end and implementing ITIL aligned governance controls that sustained improvement across a 3.5 year engagement
- Documented and assessed 150 to 200 IT operational cases daily at Accenture mapping current state workflows, identifying process inefficiencies and producing actionable improvement roadmaps for a global technology platform
- Influenced 8 senior stakeholders weekly through requirements workshops, structured governance reporting and facilitated process change sessions driving adoption of future state operating models
- Trained 4 junior Business Analysts as a formal KPI at TCS covering ITIL process design, requirements documentation, workflow mapping and IT service management governance

PROFESSIONAL EXPERIENCE

Accenture, Business Analyst (Trust & Safety)

10/2025 – Present | Dublin, Ireland

- **Document and assess current-state IT operational workflows** reviewing 150 to 200 cases daily against policy frameworks identifying process inefficiencies, performance gaps and opportunities to streamline service delivery processes
- Conduct **as-is / to-be process mapping** across operational workflows identifying systemic gaps, evaluating automation opportunities and developing actionable improvement roadmaps aligned to governance frameworks
- **Facilitate weekly cross functional requirements workshops** with 8 senior stakeholders gathering and validating requirements, mapping current state challenges and defining future state process improvements
- Design and maintain **ITIL-aligned operational workflows**, SOPs and process documentation standardising IT service management practices and ensuring audit readiness across all operational workstream
- Identify and document recurring operational patterns and systemic process gaps across 150 to 200 daily cases translating findings into structured improvement recommendations and feeding insights into governance and platform improvement cycles
- Support technology change initiatives by assessing operational impact of proposed changes across process, technology and organisational dimensions producing structured impact assessments before implementation

Cerence, Major Incident Manager

03/2021 – 01/2022 | Pune, India

- Documented and assessed as-is ITIL incident and problem management workflows identifying systemic process gaps, designing future state service delivery processes and implementing corrective actions that reduced repeat P1/P2 incidents by 20%
- Gathered and documented business and technical requirements across IT Operations translating stakeholder needs into structured process improvements and **ITIL-aligned future-state operating models**
- Facilitated cross-functional requirements workshops with Network, Server, Application, Database and Backup teams mapping current and future state processes and driving stakeholder consensus on improvement initiatives
- Evaluated opportunities to streamline workflows through process optimisation assessing automation potential, identifying inefficiencies and developing improvement roadmaps for senior management adoption
- Produced bi-weekly KPI dashboards and governance reports in ServiceNow and Excel measuring process adoption, operational performance and service improvement outcomes against defined SLA targets
- Assessed impact of proposed IT service changes evaluating process, technology and operational implications to support informed, ITIL-aligned change decisions

Tata Consultancy Services, Major Incident Manager

11/2017 – 03/2021 | Pune, India

- Reviewed current-state ITIL workflows across Incident, Problem, Change and Request Management identified a critical escalation process gap, redesigned the end to end workflow and implemented governance controls that **reduced SLA breaches by 10%**

- Gathered and documented business requirements across a critical enterprise account translating operational needs into clear process improvement recommendations, SOPs and RACI frameworks across a 3.5-year engagement
- Developed and maintained high-quality **as-is / to-be process documentation** producing workflow maps, operating procedures, governance standards and training materials ensuring audit readiness throughout
- Evaluated automation and optimisation opportunities across IT operational workflows developing actionable improvement roadmaps and presenting recommendations to senior management and Problem Managers
- Trained and onboarded 4 junior incident manager as a formal KPI covering ITIL process

Ventura Pvt. Ltd., Service Desk Analyst 04/2017 – 11/2017 | Pune, India

- Achieved consistent SLA compliance by resolving 40+ daily L1 incidents and service requests via phone, email and chat using ServiceNow maintaining accurate documentation throughout
- Reduced resolution time for complex issues by triaging and escalating incidents to correct resolver teams ensuring no ticket remained unrouted for more than 2 hours

Wipro Technologies, Administrator (Operations Lead) 09/2016 – 04/2017 | Pune, India

- Delivered zero disruption service desk migration by leading full knowledge transfer from Malaysia to India developing SOPs, training materials and process documentation adopted by the entire India based team
- Enabled a team of 10 to 15 agents to reach full operational capability within 4 weeks by coordinating structured training with Transition Manager, Service Desk Manager and Team Lead

Sungard Availability Services, BackUp Engineer / Service Desk Agent 09/2014 – 08/2016 | Pune, India

- Demonstrated consistent operational growth by progressing through three roles Service Desk Agent, Incident Coordinator and Backup Engineer within 2 years at Sungard
- Maintained 95% backup success rate by managing Evault backup requests, monitoring jobs and resolving backup related incidents for enterprise clients
- Minimised business disruption during critical events by coordinating engineer bridge calls and delivering timely stakeholder communications during major incidents for mission-critical enterprise systems

EARLY CAREER

- **WTW — IT Support Officer** (Aug 2013 – Aug 2014)
- Global IT helpdesk — remote desktop, Exchange account and user access support for internal employees
- **Tata Communications (TCTS) — Technical Support Officer** (Mar 2012 – Aug 2013)
- Remote technical support to telecom engineers across Australia
- **Convergys — Technical Support Officer** (Jun 2011 – Feb 2012) Technical support and issue escalation for Australian customers

PROJECTS

Predictive Analytics for Music Classification & Decision Support, 02/2025 – 05/2025
MSc Business Analytics Dissertation

- Gathered and defined analytical requirements scoping the problem, identifying data sources and designing an end to end solution framework across 108,000+ records
- Applied gap analysis and options assessment to evaluate 30 CNN architectures and 10 ML model configurations producing clear recommendations based on performance evidence
- Developed Power BI and Tableau dashboards to communicate complex analytical findings to non technical stakeholders translating model outputs into actionable business insights

GitHub: github.com/kartikkodilkar-netizen/music-genre-classification
Live app: huggingface.co/spaces/Optimuskartik39/Music-Genre-Classfier

Global Well-Being Analytics 01/2025 – 02/2025

- Built an end to end Power BI dashboard analysing national happiness across 100+ countries applying DAX measures, data modelling and drill through design to deliver actionable insights for non-technical senior stakeholders
- Demonstrated full BI delivery lifecycle from raw data ingestion and cleaning in Excel through data modelling, DAX development and professional dashboard design in Power BI

GitHub: github.com/kartikkodilkar-netizen/Global-Well-Being-Analytics

EDUCATION

M.Sc. in Business Analytics, Dublin Business School 04/2024 – 05/2025 | Dublin, Ireland

Awarded First Class Honours (72%)

Modules - Requirements Analysis, Business Intelligence & Visualisation, Applied Statistics & Machine Learning, Project Management, Business Strategy, Research Methods

Dissertation: Music Genre Classification — CNN, SVM & RF across 108,000+ records

Bachelor of Commerce (B.Com), IEC University 08/2017 – 08/2020 | Himachal Pradesh, India

Awarded First Class Honours

CERTIFICATES

ITIL V3 Foundation Certified
Cert - GR750265786KK

ITIL V4 Foundation Certified
Cert - GR671835340KK

Certified Scrum Master
Badge ID - 2176178

BCS Foundation In Business Analytics
In Progress

AGPM - Foundation Of Change Management
In Progress

ITIL V4 Specialist CDS
In progress