

PALAK MAHANTY

Senior Business Analyst, Global Programs

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SUMMARY

Dynamic and results-driven Sr.Business Analyst in Global SKU Programs with 11+ years of experience leading high-impact initiatives and driving transformative business outcomes. Proven track record of delivering strategic process improvements that have led to significant cost savings and operational efficiencies. Recognized for the ability to align cross-functional teams, manage complex programs across global environments, and turn data-driven insights into actionable strategies. Passionate about combining analytical rigor with strategic vision to elevate customer experiences and optimize end-to-end business performance. A collaborative leader who thrives in fast-paced, innovation-driven environments.

EXPERIENCE

Senior Business Analyst

Dell Technologies

📅 04/2022 - Present 📍 Not provided

Dell Technologies is a multinational technology company

- Lead and manage projects that maintain the database of Dell system warranties for Consumer, Client, and Enterprise systems.
- Drive the creation and maintenance of global warranty data for Dell's product portfolio, spanning 150+ countries and 60+languages.
- Manage and deliver New Product Introductions(NPIs), New Service Introductions (NSIs), and various strategic projects.
- Collaborate with global stakeholders to ensure on-time delivery of key programs and initiatives.
- Coordinate with cross-functional teams including Project Managers, Accounting, Costing, Pricing, and Sales to align new product launches with appropriate warranty coverage.
- Ensure portfolio compliance across Support, Deployment, and other service areas.
- Lead and fulfill ad-hoc customer program requests and special project needs. Manage and support global projects tied to point-of-sale, post-sale, and point-on-need services.
- Oversee SKU creation and ensure timely availability in sales tools, adhering to SLAs and quality standards.
- Participate in UAT (User Acceptance Testing) and PIT (Production Integration Testing) activities to support IT enhancements.
- Ensure high-quality, end-to-end project execution through automation tools and continuous improvement efforts.
- Actively support change management initiatives led by the IT and Services PMO, including analysis, execution, and stakeholder engagement. Ensure weekly audit compliance and reporting to maintain governance and standards.
- Create and manage enterprise-level dashboards in Power BI to provide project visibility and performance tracking.
- Develop and maintain internal and extended team processes and training documentation based on business requirements.
- Take ownership of team performance, ensuring SLA adherence, quality delivery, and continuous improvement as the Global NSI / Project Lead.

KEY ACHIEVEMENTS IN PROGRAMS



RPA Introduction in Business Flow

Introduced RPA within SKU Operations, saving \$1.45 million by automating manual processes



GLOBAL SKU Structure simplification

Worked on SKU structure simplification which helped in reducing the number of SKU's and also the redundant cost/price involved across LOB's.



CRM process simplification

Worked on CRM process simplification which resulted in enormous hours of saving and increased the delivery and achieving goals within the SLA.

SKILLS

CRM

Data Mining

Microsoft Excel

Microsoft Office

Microsoft Power BI

PMO

UAT

Stakeholder management

Risk Management

Agile

Project/Program management

Leadership & C -Suite Comms

Presenting UP

Influence

Data Analysis

PLC

PDLC

Cross-Functional Team Collaboration

Product & Service Launch Management

Warranty and SKU Management

Customer-Centric Program Design

NPI

NSI

INTERESTS



Operational Excellence and Analytics Enthusiast

Interests span across Operational Excellence, Analytics, Strategy & Planning leading to overall Program success/management

EXPERIENCE

Business Analyst

Dell Technologies

📅 01/2019 - 03/2022 📍 Not provided

Dell Technologies manages warranty databases for Consumer, Clients, and Enterprise systems

- Managed New Product Launches (NPI's), New Services Launches (NSI), and projects
- Created and maintained global warranties and processed ad-hoc creation requests
- Worked closely with cross-functional teams to ensure proper warranty alignment
- Contributed to tool simplification and automation
- Delivered warranties on time as per product launch dates and maintained hygiene scorecards
- Trained new hires and onboarded them to the team
- Created training materials and ensured compliance and governance

Senior Technical Member, Enterprise Support

Dell Technologies

📅 05/2017 - 12/2018 📍 Not provided

Dell Technologies provides enterprise-level technical support

- Provided technical support to Enterprise customers
- Trained new hires in the team and created documentation for quick reference
- Collaborated with various teams to resolve customer issues and enhance satisfaction
- Conducted UAT phases in collaboration with IT
- Drove UAT roadmap through workshops with frontline agents

Client Technical Support Associate

Dell Technologies

📅 10/2015 - 05/2017 📍 Not provided

Dell Technologies delivers technical support for various consumer products

- Provided technical support to consumers for Inspiron, Alienware, and XPS systems
- Managed master data and ensured quality assurance of data
- Processed confidential data according to guidelines
- Developed reports and analysis in terms of RAR, RDR, and other metrics

EDUCATION

Bachelor of Technology

Government G.B Pant College of Engineering

📅 01/2011 - 06/2015 📍 Pauri, Garhwal, Uttarakhand