

SUNAINA THAPA

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PROFESSIONAL SUMMARY

Senior Business Analyst with **8+ years of experience** spanning Incentive Compensation Management (ICM), banking and financial services, enterprise integration, and process-transformation initiatives. Proven track record of **leading end-to-end requirements engineering, functional design, and enterprise integration programs** involving **SAP S/4HANA ecosystems, Salesforce, Varicent ICM, Varicent ELT, Snowflake/EDL, Informatica, Territory Management System and downstream compensation platforms**. Skilled in designing **target-state business processes, data mapping frameworks, integration workflows, and traceable requirements** artifacts that bridge business objectives with implementation-ready functional specifications and technology solutions.

Recognized for **delivering AI-powered innovations, workflow automation, advanced analytics, and modern enterprise technologies** to drive operational excellence, accelerate decision-making, improve process efficiency, and enable measurable business outcomes. **Combines strong domain knowledge with analytical rigor** to deliver **scalable, compliant, and business-aligned solutions** across highly complex enterprise environments.

EDUCATION

Qualification	College/University	YOP	CGPA/%
MBA - Operations & Supply Chain Management	Symbiosis Institute of Management Studies, Pune	2020-22	8.37 CGPA
BE - Computer Science & Engineering	SJB Institute of Technology, Bangalore	2012-16	78.80%
12 th PUC	Sri Bhagawan Mahaveer Jain College, Bangalore	2012	86.80%
X(CBSE)	D.A.V. Public school, Wadi	2010	91.20%

PROFESSIONAL EXPERIENCE

Thomson Reuters International Pvt. Ltd. | Senior Business Analyst **Aug 2023 – Present**
Bengaluru, India

- Led end-to-end requirements engineering and functional solution design for **4+ enterprise sales and compensation-data integration initiatives**, converting business rules and data dependencies into **BRDs, Azure DevOps user stories, acceptance criteria, AS-IS/TO-BE process models, data-flow diagrams, report mock-ups, and testable specifications** within Agile delivery framework.
- Orchestrated the **full lifecycle delivery of a strategic legacy product integration program**, coordinating discovery, data-intake redesign, post-go-live stabilisation, change-impact analysis, and iterative enhancements following the **January 2025 production launch**.
- Configured **Varicent ELT pipelines and transformation logic** for sales reporting, sales-crediting rules, fallout analysis, compensation-data preparation, and operational reconciliation, improving data reliability and reducing manual processing.
- Performed end-to-end integration analysis across **Snowflake enterprise data layers, Informatica staging and transformation components, and Varicent data structures**; documented field-level mappings, transformation rules, data lineage, validation controls, and downstream compensation consumption.
- Led functional analysis for **SAP S/4HANA-related compensation integration**, defining customer, product, sales and sales rep territory/alignment data requirements and completing source-to-target mapping across SAP-related, Informatica, and commission-system structures.
- Engineered automation for compensation rate-grid generation, flat-file submission and approval tracking, and monthly auto-renewal** analysis using **Varicent ELT, Microsoft Power Automate, and Microsoft Copilot capabilities**; the combined portfolio saved **10+ hours per month** in manual work.
- Delivered Adaptive reports within Varicent to move toward a consolidated sales-representative experience and reduce reliance on legacy reporting**; recognized for reporting modernization and delivery through **2 consecutive high-pressure release cycles**.
- Directed UAT and release-validation activities across compensation backlog and integration changes**, including test-scenario definition, business-data preparation, requirement traceability, execution coordination, defect analysis, regression validation, and post-release production verification.
- Developed **multiple RAG-enabled AI assistant proof-of-concepts** using enterprise AI platform and project specific knowledge repositories, implemented the function's first recognised AI solution, and trained cross-functional teams to create domain-specific AI assistants and RAG chains.

Accenture Services Pvt. Ltd. | Team Lead-Business & Integration Architecture Specialist **Jun 2022 – Aug 2023**
Bengaluru, India

- Conducted **Project feasibility studies, RAIDs Identification, Risk assessments, and cost-benefit analyses** across **3 different projects** in Banking sub-divisions - **Payments and Mortgages/Loans**.
- Elicited and baselined business, functional, and non-functional requirements; **developed BRD/BRS documentation, user stories, UML diagrams, wireframes, decision trees, process flows, and testing inputs** supporting end-to-end traceability.
- Facilitated **design and governance workshops** to establish consensus on **target-state processes, migration strategy, change risk, technical specifications, testing plans, and delivery dependencies**.
- Architected an end-to-end **Power Automate workflow automation** for stakeholder reporting and vendor coordination, automating communication, status notifications, and follow-up processes, resulting in a **reduction of 14+ hours of weekly administrative effort**.
- Engineered a **VBA-driven project monitoring dashboard** to provide real-time visibility into requirement status, milestone progress, and delivery metrics across **80+ functional requirements**, enhancing reporting accuracy and **improving project governance by 50%**.

Tata Consultancy Services Ltd. | System Engineer - Developer

Bengaluru, India

- Delivered **robust and optimized IT solutions** for **2 global clients across Insurance and Investment Banking domains** driving end-to-end requirements analysis, solution design and continuous service improvement initiatives.
- Led a critical workstream within a large-scale insurance portal modernization program** through batch monitoring, DML processing, incident triage, corrective-action execution, and end-user support, achieving **95% customer satisfaction** and **100% SLA compliance**.
- Automated recurring reporting through **scheduled JCL batch processing**, **reducing request-ticket volume by 90%** and enabling a **2x productivity increase** on higher-value work.
- Managed the **full lifecycle delivery** of incidents, service requests, problem tickets, and functional enhancements within an **Agile delivery framework**, consistently achieving **100% SLA compliance through effective prioritization, root-cause analysis, defect resolution, and stakeholder communication**.
- Implemented FTP-based source-data ingestion with **zero post-implementation defects** and a reported **20% improvement in data-management efficiency**; monitored QA, UAT, and Production batch landscapes to maintain **100% test-environment availability**.
- Acted as the **primary SME for business-critical applications**, providing expert guidance on system architecture, business workflows, operational processes, and production support procedures during transition and stabilization phases.

INTERNSHIP EXPERIENCE**Sociograph Solutions (Dave AI) | Product Owner - Intern**

Feb 2021 – Mar 2021

Bengaluru, India

- Served as **Product Owner** for a **Progressive Web Application (PWA)** delivering interactive **2D/3D product visualization capabilities** to enhance digital customer experience and product discovery.
- Defined and managed the product roadmap, prioritizing **25+ features and 10+ key milestones** to align business objectives with delivery timelines.
- Conducted **market, competitor, and UX research**, integrating over **80% of the research findings into product strategy & design**.
- Partnered with engineering and UI/UX teams to **drive Agile delivery, optimize sprint execution, and reduce development timelines by 20%**.
- Led backlog prioritization, requirements definition, and stakeholder reviews, successfully delivering the **first MVP within 45 days** of project initiation.

Outlook Publishing (India) Pvt. Ltd. | Operations Management Intern

Apr 2021 – Jun 2021

Bengaluru, India

- Analyzed end-to-end supply chain process for five product portfolios, **leveraging process mapping and operational analysis techniques to identify efficiency improvements and recommend strategies** for increased supply chain agility and responsiveness.
- Delivered business and operational initiatives spanning **market analysis, performance evaluation, and process improvement**, while supporting customer acquisition and revenue growth activities.

AWARDS & ACHIEVEMENTS

- Recipient of Thomson Reuter's '**Transcend**' Award for **exemplary contributions to legacy product integration project**, demonstrating exceptional commitment and ensuring a successful January go-live.
- Recipient of Thomson Reuter's '**Inspire**' Award for **contribution in integrating adaptive reports in Varicent system**, significantly improving sales process efficiency.
- Recipient of the '**Shine**' and '**Inspire**' Awards from leadership for **pioneering AI initiatives** within the Business unit, **demonstrating exceptional initiative and successfully implementing the team's first AI solution**.
- Proud Recipient of '**The Army Silver medal for Excellence Award**' and '**Directors Award**' for **securing 2nd position in academics in Operations & Supply Chain Management – MBA Batch 2020-22**.
- Certified ECBA (Entry Certificate in Business Analysis)**, International Institute of Business Analysis
- Certified ScrumMaster® (CSM)** Certification from Scrum Alliance organization.
- Lean Six Sigma Black Belt Certified (LSSBB)** from RTIAC (Research and Training institute for Allied Courses)
- Business Ethics, NPTEL certification (HRD, Govt. of India)** with a score of **92%** earning an **Elite+Gold badge**.
- Product Management 6-months Career Accelerator Program**, GrowthSchool
- AI/ML 6-month Certification Program and Data Analytics Training, Thomson Reuters** (Skills - Power BI, Power Automate, Snowflake SQL, Alteryx).

TECHNICAL COMPETENCIES**Sales Compensation & Enterprise Applications:** Varicent ICM, Varicent ELT, SAP S/4HANA, Informatica, Salesforce.**Data, Analytics & Integration:** Snowflake, SQL, Power Query, R, Alteryx, Power BI, Tableau, Advanced Excel**Automation & AI skills/tools:** Microsoft Power Automate, Microsoft Copilot Studio, Microsoft Power Apps, Retrieval-Augmented Generation (RAG), Robotic Process Automation, Claude AI, Agentic AI, Generative AI, Prompt Engineering, AI Agents.**Requirements, Testing & Delivery:** Azure DevOps, Jira, Confluence, BRD/BRS, functional specifications, user stories, acceptance criteria, UML, process flows, UAT, defect triage, production validation**Modelling & Collaboration:** Microsoft Project, Visio, Lucidchart, Draw.io, Balsamiq, Figma, WinSCP, SFTP/FTP**CORE COMPETENCIES****Sales & Incentive Compensation:**

Incentive Compensation Management (ICM) • Sales Performance Management (SPM) • Commission Processing • Commission Validation & Reconciliation • Sales Crediting Logic • Territory & Account Alignment • Compensation Plan Administration