

Souvik Ghosh

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SUMMARY

AI-native product and delivery practitioner who turns messy operations into production systems. Current Project Coordinator and former Business Analyst with a Master of Analytics; experienced from discovery and requirements through build, UAT, rollout and adoption. Unlimited work rights in Australia.

WORK EXPERIENCE

Health Careers International / Institute of Health and Nursing Australia – Melbourne, Australia

Project Coordinator

March 2026 – Present

- Designed and launched POMS in 11 weeks, then pivoted it after near-zero adoption into a nightly-synced system of record for 6,417 students, 9,424 allocations and 615 facilities.
- Introduced one-click monthly reporting saving at least 5 hours per week; owned discovery, business rules, UAT, training and adoption end to end.

Edusystems Australia, HCI Group (now Metaveo) – Melbourne, Australia

Business Analyst

March 2024 – March 2026

- Developed an AI chatbot on Microsoft Copilot Studio grounded in SharePoint policy and procedure content, reducing employee enquiries by 13%.
- Led AceRPL from workflow mapping to launch, reducing credit-transfer assessments from 24–48 hours to minutes and modelling 750+ hours (~A\$60K) in annual value.
- Delivered the organisation's first HubSpot-to-Power BI integration and implemented MySQL/ETL pipelines as a single source of truth for enrolment forecasting and budget planning.

IPC Health – Melbourne, Australia

Data Analyst Intern

February 2023 – June 2023

- Achieved 90% duplicate-detection accuracy with Qlik Sense scripting; reduced pipeline join time by 60% and load time by 30 minutes; delivered a live dashboard tracking four demographic KPIs.

EDUCATION

RMIT University – Melbourne, Australia

July 2021 – July 2023

Master's Degree, Master of Analytics

University of Chicago and Jigsaw

March 2020 - March 2021

PGPDM (Post Graduate Program in Data Science and Machine Learning)

Christ University – Bangalore, India

2016 – 2020

Bachelor's Degree, Mechanical Engineering

SKILLSET

Technical Skills: Product discovery, user journeys, BRD/PRD, workflow design, UAT, Agile/Kanban, Jira and monday.com; Copilot Studio, RAG, AI evaluation, Power Automate, SharePoint and Claude Code; Power BI, SQL, MySQL, ETL, APIs and data modelling.

Transferable Skills: Product ownership, stakeholder management, cross-functional delivery, training and adoption, storytelling, problem solving and communication.