

Abhijit Murali

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ABOUT ME

Data-driven business professional with expertise in process optimization, quality improvement, and project management. Demonstrates a strong ability to translate complex data insights into actionable recommendations that streamline operations. Proven experience in cross-functional collaboration and detailed process documentation, consistently enhancing operational efficiency and stakeholder outcomes.

SKILLS AND CERTIFICATION

- **Process Improvement & Project Management:** workflow optimization, cross-functional collaboration, project coordination, meeting facilitation, document control, deliverable tracking, Process Management, Business Operations
- **Data Analysis And Visualization:** Microsoft Excel (Solver, V-LOOKUP, X-LOOKUP, Pivot Tables), Power BI, Tableau, Google Collaboratories, statistical analysis, dashboard development
- **Database Management & Programming:** SQL, PostgreSQL, Python, database management, data coordination, automated reporting systems, CRM Applications
- **Communication & Documentation:** PowerPoint presentations, status reporting, project plans and timelines, process workflow diagrams, cross-departmental communication facilitation
- **Additional Technical Proficiencies:** AutoCAD, ANSYS, Solidworks, Aurora, advanced spreadsheet management, project tracking systems

EXPERIENCE

University of Massachusetts Amherst

Sep 2024 - Present

Metrics Fellow (University of Massachusetts Amherst)

Amherst, MA

- Analyzed over 200 student survey responses to identify key satisfaction drivers, with 86% expressing positive sentiment, while pinpointing curriculum content and class scheduling as primary improvement areas.
- Devised a comprehensive process improvement plan featuring 5 interactive data visualizations and a 4-tier prioritized implementation strategy, targeting a 15% increase in satisfaction scores and a 30% reduction in operational complaints.
- Created project tracking dashboards from cleansed survey data, enhancing program monitoring effectiveness and stakeholder experience through advanced data visualization and reporting, utilizing Microsoft Office Suite where applicable.

Momentum Solar

2021- 2024

End-to-End Solar Solutions Developer

Boston, MA

Advanced through three roles of increasing responsibility, building comprehensive expertise across the solar implementation lifecycle.

- Streamlined interdepartmental workflows through Salesforce CRM integration and automated analytics, reducing project cycle time by 3-4 weeks while ensuring regulatory compliance.
- Implemented process standardization initiatives across design, finance, and operations teams, establishing quality checkpoints and decreasing project variations by 25%.
- Developed detailed project tracking databases with real-time monitoring capabilities, ensuring 100% on-time delivery and bolstering cross-team coordination.
- Constructed in-depth financial analysis models to demonstrate quantifiable ROI and environmental impact, supporting evidence-based decision making for over 500 residential projects.
- Maintained rigorous documentation standards and technical specifications to ensure seamless regulatory compliance and facilitate effective knowledge transfer across teams.

EnelX

Jan 2020-Jun 2020

Program Operations Intern

Boston, MA

- Spearheaded data analysis and process improvement initiatives that successfully registered 6000+ customers in Demand Response Programs, increasing program participation by 15%
- Developed and implemented automated solutions using SOQL and Excel API to calculate Performance Nominations, reducing processing time by 40% and improving data accuracy
- Created comprehensive Salesforce dashboard systems (4 interactive dashboards) that improved operational visibility, resulting in 30% faster case resolution times
- Led cross-functional process improvement initiatives with Finance, Customer Support, Operations, and Sales teams, eliminating 3 redundant workflows and reducing interdepartmental communication delays by 25%
- Coordinated project activities including meeting organization, minute-taking, and maintaining detailed records systems for quality tracking

EDUCATION

University of Massachusetts Amherst Amherst, MA

May 2026

Master of Business Administration (MBA) + Master of Science, Business Analytics (MSBA) (Dual) Candidate

- **Achievements:** Awarded Full Metrics Fellowship, Operational and Information Management Department
- **Coursework:** Statistics for Business, Business Intelligence and Analytics, Corporate Finance, Financial and Managerial Accounting, Data Management using Spreadsheets, Operations Management, Marketing Strategy, Economic Analysis for Managers, Strategic Information Management

Northeastern University, College of Engineering Boston, MA

Dec 2020

Master in Science, Energy Systems

- **Coursework:** Economic Decision Making, Renewable Energy Development, Financial Management for Engineers, Smart Grids, Artificial Intelligence in Energy Systems

K.J Somaiya College of Engineering Mumbai, India

Jun 2017

Bachelor of Engineering, Mechanical Engineering

- **Coursework:** Renewable Energy Systems, Thermodynamics, Power Plant Engineering, Strength of Materials, CAD/CAM, Heat and Mass Transfer

ACADEMIC PROJECT

Practicum Project - Inventory Management Optimization (Spring Semester)

Pilot Precision Products

South Deerfield, MA

- Led end-to-end inventory system transformation for 30,000+ SKUs, designing and implementing a dynamic min/max calculator that replaced manual processes with automated forecasting based on 12-month and 48-month demand patterns
- Streamlined data architecture by consolidating 90+ Excel tabs into 9 unified worksheets and creating SQL queries to automate daily ERP data extraction, reducing manual data processing time by 75%
- Developed advanced inventory analytics incorporating customer criticality factors, seasonal demand variations, and historical sales patterns, resulting in 85% reduction in calculation time and enabling batch processing of thousands of products
- Engineered one-button automation solution that transformed a 12-step daily workflow into a single-click operation, eliminating human error risks and reducing dependency on individual knowledge for business-critical processes
- Delivered comprehensive process documentation and stakeholder training, ensuring knowledge transfer and creating backup capabilities for mission-critical inventory management operations