KARAN JAIN RAICHAND

ANALYTICS & BUSINESS INTELLIGENCE SPECIALIST | OPERATIONS & STRATEGY

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EXECUTIVE SUMMARY

Insights Analytics & Business Intelligence Professional with 13+ years of experience across high-stakes, performance-driven industries where success is dictated by numbers. Proven track record leading high-performing teams (20–25 consultants) and turning complex transactional datasets into actionable BI dashboards, predictive demand models, and KPI frameworks that directly drive revenue and margin expansion. Experienced in managing $15M+ portfolios, conducting EDA across 500K+ records, and scaling team profitability from 6% to 15% and 8% to 19%. Combines strong leadership, commercial acumen, and technical analytics (Power BI, SQL, AI Workflow Automation) to bridge executive strategy with measurable operational execution.

CORE COMPETENCIES & TECHNICAL SKILLS

- **Business Intelligence & Visualization** — Microsoft Power BI (DAX, Power Query, Data Modeling), Looker Studio, Tableau, Executive KPI Dashboards, Data Visualization, Business Storytelling, Time-Series & Trendline Forecasting.
- **Data Analytics & Technical Stack** — SQL (Complex Joins, Aggregations, Queries), Python (Data Analytics), NumPy, PySpark, Advanced Excel (Array Formulas, Pivot Tables, VBA, What-If Analysis), AI Workflow Automation, Exploratory Data Analysis (EDA), Data Cleaning & Transformation.
- **Quantitative Operations & RCM** — Revenue Cycle Management (RCM), Accounts Receivable (AR) Aging, Process Optimization, Demand Forecasting, Capacity Planning, Statistical & Correlation Analysis, Root-Cause Bottleneck Remediation.
- **Governance & Leadership** — Data-Driven Decision Making, Cross-Functional Leadership, Global Stakeholder Management, Vendor SLA Analytics, SOP Formulation & Data Governance, Remote Team Management.

DATA ANALYTICS & BUSINESS INTELLIGENCE PROJECTS

Healthcare Revenue Cycle Management Dashboard | *SQL • Power BI • DAX • Power Query • Data Modelling*

- Built an end-to-end RCM analytics solution across **125K claims**, integrating billing, AR ageing, denials, payer/provider performance and collections through a multi-fact star-schema semantic model.
- Developed executive and operational dashboards tracking **$37.23M AR, 14.6% 120+ ageing, 7.25% denial rate and 79.92% net collection ratio**, supported by SQL analysis for risk segmentation, denial root causes and collection effectiveness.

Recovery & Collections Performance Dashboard | *SQL • Power BI • DAX • Power Query • Data Modelling*

- Built a recovery analytics model covering **30K accounts, 125K recovery activities and 85K settlement offers**, analysing portfolio exposure, consultant productivity, recovery strategies, settlement performance and geographic risk.
- Designed a five-page Power BI command centre tracking **$734.11M portfolio balance, 28.97% activity coverage, 43.08% resolution rate and 46.77% settlement acceptance**, with SQL analysis across strategy effectiveness, operational outcomes and portfolio risk.

Travel Commercial Yield Analytics | *SQL • Power BI • DAX • Power Query • Data Modelling*

- Developed a commercial analytics solution across **130K bookings**, modelling revenue, margin, customer/channel performance, supplier contribution, route economics, cancellations and refund exposure using an eight-table star schema.
- Built an interactive Power BI command centre analysing **$1.10B gross booking value, $209.04M gross margin, 18.95% margin rate and $132.71M refund exposure**, with dynamic metric selectors, drill-down analysis and booking-level investigation.

PROFESSIONAL EXPERIENCE

Independent Travel Manager | Dreamport | *Remote* — *Jul 2023 – May 2026 | Riga, Latvia*

- **Global VIP Portfolio Analytics & Demand Modeling:** Managed quantitative portfolio analytics for 1,000+ high-priority VIP travel engagements monthly across 65+ countries and commercial portfolios valued at US$1M+ monthly by analyzing demand velocity, itinerary complexity, and vendor capabilities.
- **Team Leadership & Promotion to Advisor:** Promoted to Advisor across Latin America, Oceania, NA, EU, ME & Africa verticals to lead, mentor, and supervise 20–25 Senior Consultants, scaling team profitability from 6% to 15% and 8% to 19% on US$200K+ monthly revenue through KPI-driven capacity planning.
- **BI Dashboards & Operational KPI Reporting:** Developed and maintained 20+ Power BI and Looker dashboards analyzing 500K+ monthly booking requests, transforming complex transactional datasets into actionable reports and insights for executive business reviews and demand forecasting.
- **Workflow Optimization & Global Performance:** Streamlined flight inventory matching and reservation workflows across cross-functional teams to resolve complex bottlenecks, consistently outperforming operational benchmarks and ranking among the Top 5 performers globally.

Collections Specialist | Aeries | *Remote* — *Feb 2023 – May 2023 | Bengaluru, India*

- **Healthcare AR Portfolio Management:** Continued supporting the MIST healthcare portfolio following the business transition from DeliverHealth to Aeries, ensuring seamless operational continuity across US$9M–10M accounts receivable portfolios.
- **Cross-Functional RCM Alignment:** Consistently maintained Collection % and Past Due % KPIs, collaborating across Cash Application, Billing, Order Management, General Ledger, and Accounts Payable to resolve billing disputes.
- **SOP Standardization & Governance:** Supported process standardization by maintaining SOPs, process documentation, and internal controls while ensuring compliance with established business policies.

Collections Specialist | DeliverHealth | *Remote* — *Dec 2021 – Jan 2023 | Bengaluru South, India*

- **AR Aging & Target Outperformance:** Managed healthcare accounts receivable operations across US$9M–10M portfolios (MIST | Presidio Health), consistently exceeding Collection % and Past Due % targets through structured revenue cycle tracking.
- **Payment Trend Analytics & Transformation:** Analyzed payment behaviors and collection trends to implement effective recovery strategies aligned with client requirements and business objectives.
- **Process Transformation & Governance:** Contributed to SOP development, process mapping, and operational transformation initiatives, supporting business migration and regulatory compliance.

Senior Associate - Legal Operations | Radius Global Solutions LLC | *Remote* — *Nov 2018 – Nov 2021 | Mumbai, India*

- **High-Value Recovery Execution:** Managed 600+ complex legal recovery accounts valued between US$750K–US$1M+ (American Express Portfolio), exceeding recovery targets by 200%+ through quantitative settlement modeling and attorney negotiations.
- **Executive Portfolio Reporting:** Prepared monthly and quarterly business performance reports by analyzing recovery trends, settlement metrics, and portfolio liquidation velocity to support leadership reviews and strategic planning.
- **Quantitative Settlement Strategy:** Developed tailored settlement strategies across retail, small business, and commercial portfolios, improving resolution velocity and account outcomes.

Acquisition Editor | Packt Publishing | *On-Site* — *Jun 2018 – Oct 2018 | Mumbai, India*

- **Data Science & AI Market Research:** Conducted comprehensive technical market research across Data Science, AI, and Machine Learning domains to identify emerging technology trends, industry demand velocity, and commercial content opportunities.
- **SME Author Acquisition & Pipeline Conversion:** Successfully scouted, engaged, and signed notable global AI/ML industry practitioners and thought leaders, achieving a 90%+ proposal signing quota through structured outreach and commercial negotiation.
- **Editorial Strategy & Milestone Governance:** Collaborated cross-functionally with technical reviewers, authors, and production leads to define curriculum roadmaps, establish quantitative milestone tracking, and maintain 95%+ on-time manuscript delivery rates.

Senior Associate - Operations | Altisource | *On-Site* *Jul 2016 – Feb 2018 | Mumbai, India*

- **Portfolio Administration & Rapid Promotion:** Administered 450+ high-value accounts (US$100K–US$500K) across American Express First-Party & Third-Party collections, exceeding recovery targets by up to 200%; promoted within 8 months.
- **Advanced Intelligence & Skip Tracing:** Conducted advanced account research and skip tracing utilizing LexisNexis Accurint, Whitepages, and Zillow, uncovering insights through trend analysis to improve contactability and recovery.
- **Portfolio Performance Reporting:** Developed weekly and monthly portfolio performance summaries evaluating delinquency curves, resolution metrics, and operational compliance to support management reviews.

Team Leader | iTech Business Solutions | *On-Site* *Jan 2014 – Jun 2016 | Mumbai, India*

- **Sales Analytics & Strategy:** Achieved US$35K+ in average monthly sales by analyzing market trends, pricing strategies, and customer demand to build customized product and service offerings.
- **Team Leadership & Performance Benchmarking:** Led and mentored a high-performing team of 15–20 sales associates, establishing quantitative KPI benchmarks and surpassing sales targets in 50%+ of months annually.
- **Escalation & Vendor Governance:** Managed customer escalations, payment dispute workflows, and third-party vendor alignment to ensure billing accuracy and service quality.

Customer Sales Associate | iTech Business Solutions | *On-Site* *Feb 2013 – Jan 2014 | Mumbai, India*

- **Consultative Selling & Solutions:** Delivered US$10K+ in average monthly sales by consulting with customers to understand business requirements and recommend tailored technical solutions.
- **Customer Success & AMC Expansion:** Maintained 95%+ CSAT by driving consultative selling, solution-based recommendations, and strategic cross-selling of Annual Maintenance Contracts (AMC).
- **Client Engagement & Revenue Retention:** Cultivated long-term client relationships through ethical sales practices, repeat account engagement, and consultative account resolution.

AWARDS & RECOGNITION

- **Power of Blue Global Award (American Express, Aug 2020):** Selected among the Top 43 performers globally across 18 countries by American Express senior leadership for outstanding performance, consistent results, and exceptional client account resolution.
- **Stewardship Award (DeliverHealth, Mar 2022):** Recognized by senior executive leadership for delivering exceptional client service, professionalism, and client advocacy during corporate restructuring.

EDUCATION

- **Bachelor of Commerce (B.Com.) – Business/Commerce, General:** Maharaja Agrasen Himalayan Garhwal University | Uttarakhand, India | 2020 – 2023

LICENSES & PROFESSIONAL CERTIFICATIONS

- **Microsoft Power BI Data Analyst:** Issuer: Microsoft | Issued: Jul 2026 | Credential ID: Z370FMESA1LI
- **Databricks Fundamentals Accreditation:** Issuer: Databricks Academy | Issued: Sep 2026 | Credential ID: 1788811542713
- **Excel Skills for Business Specialization Certificate:** Issuer: Macquarie University | Issued: Jul 2026 | Credential ID: N7PO5KE159Z9
- **Google AI Professional Certificate:** Issuer: Google | Issued: Jun 2026 | Credential ID: 47WPIFM2NYZ0
- **Google Project Management Professional Certificate:** Issuer: Google | Issued: Jun 2026 | Credential ID: G2X589DEEFZL