

## Contact

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## Top Skills

Strategy

Stakeholder Engagement

Project Planning

# Rushi Upadhyay

Practice Lead | Business Transformation Specialist | Master Data | Analytics

Sydney, New South Wales, Australia

## Summary

Results-driven professional with over 10 years of experience leading diverse small and large-scale business transformation programs. I excel in collaborating with stakeholders to drive impactful solutions through people, process, or system changes. My strong communication and collaboration abilities foster fruitful relationships, ensuring successful project outcomes and driving organisational change.

Throughout my career, I have successfully delivered multiple projects with tangible business benefits. I navigate complexities and align objectives with business goals, consistently achieving measurable results and exceeding the expectations of key stakeholders.

Roles and Responsibilities: Strategy Development, Project Planning, Business Partnering, Data Analytics, Process Mapping, Solution Design and Stakeholder Management.

Industry Experience: FMCG, Manufacturing, Retail, and Building & Hardware

Business Area: Master Data, Order to Cash, Analytics and Reporting, Call Centre, Finance and Pricing.

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## Experience

Duco Consultancy

2 years 5 months

MDM/Stibo Practice Lead

December 2023 - Present (1 year 7 months)

Sydney, New South Wales, Australia

Principal Consultant

February 2023 - Present (2 years 5 months)

Sydney, New South Wales, Australia

Winc Australia- Master Data Lead

August 2023 - December 2023 (5 months)

OfficeMax NZ - Business Process Improvement/ Transformation  
Manager

February 2023 - December 2023 (11 months)

Role

1. Implemented solution to streamline product setup and boost Directship sales at OfficeMax.
2. Integrated Stibo (MDM) with OfficeMax eCommerce platform and promotional tool, establishing a unified data source.
3. Identified process/system improvement opportunities, collaborated with Offshore team, and successfully rolled out changes across 20+ users, 10+ categories, and 30+ suppliers.

Achievements

1. Reduced time to market by up to 50%
2. Single source of truth for product and supplier data
3. Automation to remove repetitive tasks away from users
4. Migrating 60,000 + products, 80,000+ images and 100+suppliers

ITM NZ - Principal Consultant

February 2023 - September 2023 (8 months)

Role

1. Solution architect for ITM MDM solution.
2. Facilitated the translation of business requirements into process and system specifications.
3. Support offshore development team during solution development.
4. UAT planning and coordination activities.

OfficeMax New Zealand

Business Process Improvement / Transformation Manager

February 2020 - February 2023 (3 years 1 month)

Role

1. Identified business improvement opportunities.
2. Documented, designed, planned, manage and executed on the opportunities.
3. Change management.

4. Stakeholder management.
5. Vendor and Contract management.

#### Achievements

1. Delivering cost reduction of \$1 million+ through process improvements and system changes.
2. Achieved a 70% reduction in the PO process through process and system changes, resulting in approximately 60 hours of weekly savings across three users.
3. Enhanced system reliability by migrating to cloud/SAAS solutions, achieving a reliability rate of over 99.9%.
4. Significantly reduced time to market for products by up to 50%.

#### Lion

8 years 2 months

#### CX Optimisation Leader

January 2019 - February 2020 (1 year 2 months)

Auckland, New Zealand

#### Achievements

1. Responsible for delivering over 150 SAP changes using Agile methodology after Lion NZ transitioned to SAP.
2. Developed Power BI dashboards for daily tracking and analysis of customer complaints, leading to root cause identification and actionable plans to enhance the customer experience.
3. Contributed to process mapping and solution design efforts across Order to Cash and Warehouse Management following the SAP implementation.
4. Provide expertise to Lion AU for their SAP implementation

#### CX Business Lead - SAP Transformation

May 2018 - January 2019 (9 months)

Auckland, New Zealand

#### Business Process Architect - O2C / Analytics

April 2016 - May 2018 (2 years 2 months)

Auckland, New Zealand

#### Business Process Architect - O2C / Analytics

February 2015 - March 2016 (1 year 2 months)

Sydney, New South Wales, Australia

#### Business Analyst

January 2012 - January 2015 (3 years 1 month)

Auckland, New Zealand

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## Education

### Massey University

Bachelor of Engineering - BE Hons, Mechatronics, Robotics, and Automation  
Engineering · (2009 - 2012)

### Six Sigma Council

Six Sigma - Black Belt