



Garima Goswami

Senior Business Analyst

5 Years of diverse experience with *India & UK* teams across *Consulting, Corporate Travel, Events & Recruitment* industries, managing projects, teams & stakeholders.

EXPERIENCE

Administrative Assistant, Boston Consulting Group (via Persol Kelly) (Mar 2026 - Present) — Gurgaon

- Providing end-to-end administrative & operations support to 6 senior stakeholders (1 Partner, 2 Associate Directors, 2 Principals) across BCG's Middle East practice
- Proactively managing calendars across 6 leadership stakeholders, identifying & resolving scheduling conflicts in real-time → zero meeting clashes
- Owning end-to-end expense management — filing claims with accurate cost codes & documentation → seamless, delay-free reimbursements
- Managing timesheet compilation & submission on behalf of stakeholders → 100% on-time compliance
- Planning & coordinating end-to-end travel logistics — bookings, calendar integration & real-time itinerary updates → smooth, disruption-free travel

Senior Analyst - Workplace Experience, Deloitte USI (Apr 2023 - Jul 2025) — Hyderabad

- Managed transactional activities for key stakeholders (100+ directors & partners MoM) across 5 service lines
 - Handled AMEX reconciliation & reporting, global travel & expense filing (SAP Concur)
 - Created global travel plans (CWT platform)
- Redesigned Intake & Prioritisation workflow, integrated 6 new trackers & dashboards → -50% SLA timelines
- Strategised a 6-week hands-on LSC training → successfully trained 5 new-hires
- Managed & mentored a 15-member team → achieved 95% accuracy & 100% timely delivery across key tasks
 - Audited end-to-end workflows — travel plan creation (CWT), prospect data logging (Jupiter CRM), AMEX reconciliation, travel & expense filing (SAP Concur)
 - Strategically managed distribution & assignment of tickets (ServiceNow) → +20% project completion rate
- Developed SOPs for 3 new processes (Jupiter, TPRM, BRMS)
- Created team-level performance dashboard collaborating with BI/Tech team → -30% delays in reporting

Corporate Travel Specialist, TrippingCube (Mar 2022 - Feb 2023) — Noida

- Managed end-to-end travel & event logistics for 50+ premium clients (Paytm, Reliance, GingerWebs)
- Discovered & partnered with 15+ new vendors → cut vendor expenses by INR 7-8 LPA
- Conducted 20+ MICE events (50 to 500 attendees) PAN-India → 100% on-time delivery & billing
- Optimised sales funnel by creating tracker & templates → -20% TAT
- Acquired 5+ new clients/month with an average revenue per client of INR 1 lakh → +8% MRR
- Implemented post-event feedback system → +40% client retention, repeat business with 35% clients

Recruitment Associate, HuntingCube (Jul 2021 - Feb 2022) — Noida

- Closed 40+ roles across BFSI, AutoTech & Automotive sectors over Naukri, LinkedIn, IIM Jobs
- Created 5-parameter evaluation framework → maintained pipeline of 200+ fit candidates
- Conducted 50+ requirement alignment calls with clients → achieved 80% interview-to-offer conversion
- Earned repeat mandates from 5+ key clients by consistently delivering top candidates

CONTACT & LINKS

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EDUCATION

- B.Sc in Bio-Technology
Chandigarh University (2017 - 2020)
 - Published research paper in *Medical Science Journey* (2020)
 - National Service Scheme Volunteer (2 Years)

EXPERTISE

- Agile Project Management
- Operations Management
- Stakeholder Management
- Team Leadership
- Process Improvement
- Event Management
- Travel and Expense Management
- Strategic Planning
- Program Execution
- Business Reporting
- Business Analytics

TOOLS & AI

- ServiceNow, SAP Concur,
- Microsoft Office Suite,
- Google Workspace, JIRA,
- Confluence, Notion, Slack,
- Canva, Miro, Gen AI

INTERESTS

- Content Creation (IG: 1M Views),
- Acrylic Painting, Storytelling

OTHER ENGAGEMENTS

- Community Coordinator (Volunteer)
- StartupParty (Dec 2023 - Sep 2024)
- Hyderabad