

Eshaan Arya

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PROFILE

- Client-facing Implementation Consultant with 3+ years of experience delivering enterprise SaaS implementations, customer onboarding, spend and financial workflow optimization, client training, and go-live success for Fortune 500 organizations.
- **Skills:** Client Onboarding, Implementation Project Management, Business Process Analysis, Systems Integration, Spend & Expense Management, Requirements Gathering, Data Validation, UAT, Go-Live Readiness, Client Training, Stakeholder Management, Salesforce, Jira, Excel, SQL/MySQL, Python, Customer Success, Process Improvement
- **Certifications:** Microsoft Certified: Azure AI Fundamentals, SAP S/4HANA Cloud

PROFESSIONAL EXPERIENCE

Community First Bank of Indiana

West Lafayette, Indiana

Data Analytics Consultant - Industry Practicum

January 2026 - May 2026

- Analyzed end-to-end banking workflows to identify bottlenecks, delays, and rework
- Quantified cycle times, wait times, and exception drivers using workflow data
- Provided data-backed automation recommendations through executive-ready visualizations and presentations

HighRadius Technologies

Hyderabad, India

Implementation Consultant

July 2022 - May 2025

- Led 3+ end-to-end enterprise SaaS onboarding and implementation projects for Fortune 500 clients, managing discovery, requirements gathering, system configuration, testing, UAT, go-live readiness, and user adoption
- Managed multiple concurrent, time-sensitive implementations, coordinating project timelines, client communications, risks, dependencies, and follow-up actions to support on-time delivery
- Analyzed client financial workflows, including accounts receivable, ERP integrations, and transaction processing, to identify operational requirements and recommend appropriate system configurations
- Supported system integrations between the SaaS platform, SAP, Oracle ERP systems, and third-party banking applications, coordinating testing, data validation, and issue resolution
- Conducted solution walkthroughs and end-user training across client teams, addressing questions, resolving usability concerns, and improving confidence in day-to-day platform usage
- Advised business and technical stakeholders on configuration decisions, process changes, and implementation strategies aligned with operational requirements and desired outcomes
- Delivered workflow transformation initiatives that increased automation from 42% to 70%, reducing manual processing and improving operational efficiency
- Recovered a high-risk Cash Application implementation from red to green in under one month by resolving delivery blockers, aligning stakeholders, and increasing automation by 28 percentage points
- Maintained regular client communication through status updates, action tracking, and issue follow-ups, ensuring stakeholders remained aligned throughout implementation

Intern

August 2021 - June 2022

- Completed year-long training in Cash Application implementation, supported enterprise client delivery, exceeded automation targets, and was promoted to full-time Implementation Consultant

PROJECTS

Brief: AI Summarized News Reader

- Developed a cross-platform mobile news application that aggregates RSS feeds from major publishers into a unified news platform
- Integrated AI-generated ~100-word summaries, topic categorization, and breaking-news detection to improve news discovery and readability

OD Recovery Rules Highlighter

- Developed a cross-platform banking operations tool that automated NSF/OD recovery analysis using a configurable five-tier rule engine
- Generated action-ready Excel reports from bank account CSVs, improving operational efficiency and decision-making

EDUCATION

Purdue University, Daniels School of Business

West Lafayette, IN

Master of Science(MS), Business Analytics and Information Management

August 2026

SRM Institute of Science And Technology

Chennai, India

Bachelor of Technology(B.Tech), Computer Science Engineering

May 2022