

Prateek Bhaumik

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PROFESSIONAL SUMMARY

AI-educated, customer-focused professional with **3+ years managing enterprise client portfolios** in complex software environments. Proven track record building **trusted-advisor relationships**, driving **product adoption**, and **translating customer goals into measurable outcomes**. Deep familiarity with **HCM/ERP ecosystems** and the full customer solutions lifecycle, from discovery and configuration through go-live and post-deployment success.

PROFESSIONAL EXPERIENCE

Pupil — Personal Project

Feb 2026 - Present

Mobile-First Daily Learning App delivering curated educational content across multiple subjects

- Built a mobile-first React + Vite learning app across 10 subject areas with interactive features including an audio waveform player, OpenStreetMap integration, and Web Speech API pronunciation tools.
- Engineered a weekly content rotation algorithm diversifying sequences per user; architecting a Supabase backend with relational schema and a spaced-repetition quiz engine.
- Independently scoped and prioritized a multi-phase product roadmap across design, engineering, and data architecture.

Electus — Personal Project

Nov 2025 - Present

Full-Stack Civic Information Platform designed to inform voters for future political elections

- Built a full-stack Next.js and React web application with D3.js visualizations (interactive maps, parliament diagrams, election history charts) and a live NewsAPI-powered news feed.
- Engineered server-side API routes to proxy external sources, securing API keys and resolving CORS; used Claude (Anthropic) as an AI pair-programming assistant throughout development.

Implementations Consultant

March 2024 – Feb 2025

Intecrowd | Remote

- Managed end-to-end client engagements from requirements discovery through deployment and post-production support, ensuring measurable value from Workday integrations including HCM, Payroll, and Financials modules.
- Established first-of-their-kind custom integrations, creating reusable templates that reduced onboarding time for future clients by standardizing common workflows.
- Coordinated cross-functionally with customers, vendors, and internal partners to resolve escalations and keep complex multi-phase projects on schedule.
- Mentored junior consultants on technical best practices and client-facing skills, improving team-wide delivery consistency.

Implementations Consultant

July 2022 – March 2024

Crossvue | Remote

- Owned 25 active integrations across 5 enterprise clients simultaneously, maintaining high client health scores and satisfaction ratings throughout.
- Acted as primary liaison between client and partner leadership — scoping requirements, resolving ambiguities, and ensuring timely, on-budget delivery.
- Designed, built, tested, and deployed integrations to client specifications; provided post-deployment support monitoring adoption and performance.
- Certified in Workday Essential Integrations and End-to-End Connectors.

President

Aug 2021 – May 2022

Multicultural Business Student Association (MBSA) | Tucson, AZ

- Led the executive board organizing professional development events for 50+ members; facilitated networking with representatives from 20+ corporations.

SKILLS & TECHNOLOGIES

Customer Success: Project management, requirements discovery, business documentation, stakeholder alignment, risk identification, escalation management, client onboarding, go-live support, post-deployment success

Technical: SQL, Python, HTML/CSS, XML/XSLT, API integration, data visualization, AI-assisted development, Claude 101 Certification, Anthropic AI Fluency: Framework and Foundations Certification

Tools: Microsoft Office Suite, Google Workspace, Tableau, Workday HCM, ERP integrations, HRIS platforms

EDUCATION

B.S. Business Administration, Management Information Systems

May 2022

University of Arizona, Eller College of Management | GPA: 3.545 | Arizona Excellence Tuition Scholarship | Eller DEI Award