

Umang Dhawan

Senior Technology Consultant · EY Studio+

Chicago, IL · +1 312-877-2363 · umangdhawan97@gmail.com · LinkedIn · udhawan97.github.io



EXPERIENCE

Senior Consultant, Customer Service Transformation

Jun 2025 – Present

EY Studio+ · Consumer, Retail & Health

- Deliver quality engineering across four cloud services products for a Fortune 100 restaurant chain, managing deployments, validating new feature work, and supporting production through the on-call rotation.
- Reduced deployment-related incidents by 20% by tightening release safety protocols, surfacing pre-deployment risk patterns, and standardizing rollback procedures across the platform.
- Cut mean time to resolution by 15% by designing an observability framework of structured logs, dashboards, and diagnostic metrics that gave on-call teams actionable signals instead of noise.
- Developed contact center AI points of view for two Fortune 500 healthcare clients, covering capability assessments, technology stacks, and competitive benchmarks that shaped pursuit strategy and client workshops.
- Strengthened the practice's go-to-market pipeline by scoring and prioritizing high-value accounts across three sectors and producing executive-ready account strategy materials.

Consultant, Digital & Emerging Technologies

Jul 2022 – Jun 2025

EY · Consultant Development Program

- Led quality engineering for a chainwide order fulfillment platform launch across 100+ restaurant locations, improving order routing efficiency by 30% and cutting bug resolution time by 25% through automated regression testing in Kotlin and Appium.
- Owned cross-product integration testing for two in-store ordering systems pre-launch, catching an average of 2 defects per biweekly release across counter, drive-through, and new device form factors while maintaining 100% on-time release delivery.
- Built 20+ JMeter performance test scripts and established load benchmarks with engineering teams across the US and India, improving shipping API reliability by 15% for a major e-commerce launch.
- Coordinated agile delivery on a federal government cloud implementation (Microsoft GCC High), facilitating cross-team ceremonies, tracking KPIs on feature work, and recommending NIST 800-53 framework requirements.

IT Leadership Intern, IE Business Solutions

Jan 2021 – Dec 2021

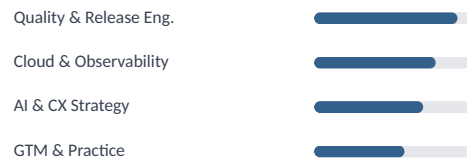
SAP America · Remote

- Partnered with the Chief Product Owner and Release Train Engineer (RTE) to plan and run Agile Release Trains, driving SAFe ceremonies—PI planning, OKR tracking, and blocker removal—across teams in Germany, the US, and India to keep product increments on schedule.
- Facilitated design thinking workshops with 50+ cross-functional stakeholders and conducted UX research that informed SAP FlexConnect design decisions adopted by the product team.

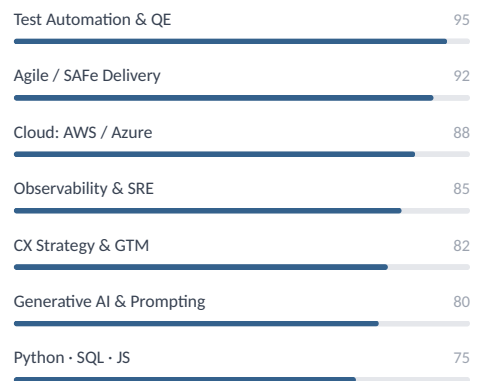
RECOGNITION

3x Bravo Awards for outstanding project delivery and pursuit contributions · Rookie of the Year nominee among 100+ peers · SAP Official Challenge Winner — selected from 100+ submissions for the IE Business Solutions banner, serving 600+ professionals.

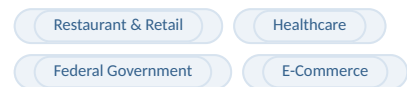
FOCUS MIX — 5 YRS



SKILLS



INDUSTRIES SERVED



CERTIFICATIONS

- AWS Certified Cloud Practitioner
- Microsoft Azure Fundamentals
- SAFe Product Owner / Manager
- Product Management, General Assembly
- Generative AI, DeepLearning.AI
- Prompt Engineering, DeepLearning.AI

EDUCATION

- M.S. Information Systems, 2022**
Kelley School of Business, IU · GPA 3.7 · Academic Scholarship · Digital Enterprise Systems & Cybersecurity / Risk Management · Graduate Assistant
- B.S. Informatics, 2020**
Indiana University Bloomington · GPA 3.6 · Dean's Honor List · Business Cognate · Finance Minor · Accelerated 4+1 MSIS Program