

Milan Patel

Business Analyst

San Marcos, CA | me@milan.us | [linkedin.com/in/milanpatel72](https://www.linkedin.com/in/milanpatel72) | www.milan.us | github.com/milanpatel98

SUMMARY

Business Analyst with hands-on experience in hotel operations, financial reporting and the purchase-order lifecycle using SAP and Power BI. I turn how a business really runs into clear requirements, simpler processes and reporting people use. M.S. in Computer Science, so I work closely with engineering teams and validate solutions with data.

SKILLS

Business Analysis: Requirements Gathering, Process Mapping (BPMN, Visio), Gap Analysis, BRD / FRD, Requirements Traceability (RTM), JAD Sessions, Stakeholder Management, Process Improvement, Financial Reporting, PO Lifecycle

Data & BI: SAP, Power BI (KPI & Dashboard Design), Tableau, SQL (MySQL, SQL Server, Oracle), Excel, Python (pandas, NumPy), Statistics

Delivery & Tools: Agile / Scrum, JIRA, Confluence

Technical: TypeScript / JavaScript, React, Next.js, Node.js, Go, AWS, Supabase, Healthcare Data (FHIR), Machine Learning, NLP

EXPERIENCE

Lead Product Engineer, The Neural Horn | California | Jun 2026 – Present

- Mapped the hotel front-desk check-in process and built Caelis (caelis.io), which scans the back of a guest ID and fills the booking form in about 3 seconds, with age and expiry checks automated.
- Designed for privacy from day one: guest ID data is not stored on a server, and each scan is end-to-end encrypted from phone to desk.
- Broke hotel ownership changes into a 4-phase, 124-item checklist across 12 areas and built Takeover, a toolset for front desk, booking-system cutover, vendors, schedules and timecards.

Business Analyst, Oceanside Hotel Ventures LLC | Oceanside, CA | Jun 2025 – Jun 2026

- Ran financial reporting and the purchase-order lifecycle for hotel operations.
- Used SAP and Power BI to turn operating data into insights for day-to-day decisions.

Business Analyst Intern, IntelliTek, Inc. | Sterling, VA | Oct 2024 – Jun 2025

- Analyzed business processes and ran stakeholder meetings.
- Supported process improvements with structured reporting and operational analysis.

Data Administrator, Radhika Shyam, Inc. | Encinitas, CA | Sep 2024 – Dec 2024

- Managed databases and kept data accurate and consistent.
- Produced reports shared across departments to support decisions.

SELECTED PROJECTS

Circa: patient-record question answering | 2024

- Answers questions from a patient's full FHIR record with every sentence cited; 97.8% correct on 1,681 held-out questions on de-identified hospital data, vs 66.1% for search-based retrieval.

Countersign: explainable card fraud scoring | 2022

- Reviewing 0.5% of payments caught 88% of fraud, vs 44% for hand-written rules; every decline comes with exact reasons, and every test splits by time.

More case studies with live demos at www.milan.us.

EDUCATION

Doctor of Business Administration (in progress), Westcliff University | Oct 2026 – Present

Concentration in Applied Computer Science.

M.S. Computer Science, California State University San Marcos | May 2024

Machine learning, data science, database systems, software engineering. Thesis: DeepSlice, deep learning for 5G network slicing.

B.Tech Computer Engineering, SNPIT & RC, Gujarat Technological University | 2019