

Esha Nakka

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EDUCATION

Nanyang Technological University, Singapore

Master of Science in Information System

Aug 2025 – Jul 2026

- **Cumulative GPA:** 4.0/5.0 (Second-Class Honours).

Singapore Institute of Management, University of London

Bachelor of Science in Management & Digital Innovation

Sep 2021 – Aug 2025

- **Achieved academic distinction in Year 2**

WORK EXPERIENCE

Infotech Services | Singapore

Business Intelligence & Reporting Analyst

Jan 2018 – Jun 2025

- Led analytics and reporting delivery across 10+ client engagements, transforming fragmented operational data into decision-ready insights, automation opportunities, and strategic recommendations for senior stakeholders.
- Established scalable data-quality and governance standards across 5+ parallel workstreams, improving reporting reliability and creating trusted data foundations for advanced analytics and AI adoption.

Bright Network

Technology Consulting Intern

Jun 2023 – Jul 2023

- Assessed technology-enabled transformation opportunities across 5 cross-sector advisory rotations, translating complex business challenges into prioritised digital use cases and implementation recommendations.
- Developed client-ready strategies covering solution selection, operating-model impact, delivery risk, and change requirements, strengthening enterprise technology and AI-advisory capabilities.

ACADEMIC PROJECTS

Generative AI Benchmarking & Vendor Advisory

- Designed and executed an empirical benchmarking framework comparing Claude, ChatGPT, and Perplexity against human analyst baselines for evaluating 6 IT helpdesk vendors across SOC 2, ISO 27001, PDPA, and GDPR requirements.
- Assessed model consistency, analytical quality, compliance coverage, and recommendation reliability, identifying key limitations in using LLM-generated outputs for enterprise vendor selection.

Enterprise GenAI Governance and Adoption Strategy

- Conducted an independent study of Synthesia deployments across Accenture, JPMorgan Chase, and Salesforce, applying the Technology Acceptance Model and Uncanny Valley theory to evaluate enterprise adoption barriers.
- Analysed user trust, perceived usefulness, organisational readiness, ethical risk, and operating-model implications associated with AI-generated avatars in corporate environments.

Digital Twin Simulation Assurance and Reliability Framework

- Led a 4-member team in designing the Simulation Assurance and Reliability Framework, a structured governance model for assessing digital-twin credibility across manufacturing and critical infrastructure.
- Developed a risk-based assurance methodology linking model validation, simulation evidence, governance checkpoints, data quality, and operational reliability throughout the digital-twin lifecycle.

Shopee Pickup Point Growth Strategy | Work Simulation Project

- Developed a 5-year, US\$10M growth strategy for Shopee Singapore, segmenting customers by coverage, value, and trust barriers and designing targeted infrastructure, pricing, onboarding, and marketing interventions.
- Built a phased go-to-market roadmap and KPI model targeting pickup adoption growth from 9–14% to approximately 19%, alongside projected reductions of 30% in failed deliveries and 15–22% in logistics cost per shifted parcel.

AWARDS & ACHIEVEMENTS

Community Innovation Finalist, Rivervale Community Hub (2024): Ranked among the top 5 proposals from an open submission pool after developing a stakeholder-driven solution and delivering a compelling pitch to the evaluation panel.

Community Leadership: Contributed to National Library Board literacy initiatives and supported Food Bank Singapore's food rescue and distribution operations, demonstrating sustained leadership and community impact.

SKILLS

Consulting & Strategy: AI strategy, GenAI advisory, digital transformation, business analysis, vendor evaluation, strategic roadmapping, process optimisation, stakeholder management, PMO, change management

Data, Cloud & Tools: Python, SQL, R, Power BI, Tableau, Advanced Excel, AWS, Azure, GCP, Jira, Miro, Figma, Microsoft 365, SharePoint

Governance & Compliance: Responsible AI, AI ethics, data governance, SOC 2 Type II, ISO 27001, PDPA, GDPR

Certifications: Microsoft 365 Fundamentals (MS-900), AI4I Literacy in AI, Google Digital Marketing, Design Thinking; AI-900 and Power BI Data Analyst in progress

Languages: English and Hindi (Fluent), French (Elementary)