

Contact

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(LinkedIn)

Top Skills

Agentic Workflows

Performance Analysis

Agentic AI Development

Certifications

AWS Certified Cloud Practitioner

Digital : Cloud Computing
(General)_Foundation

Introduction to Big Data

Salesforce: Dashboards

Salesforce: Einstein Analytics

Honors-Awards

Wall Of Fame

Patents

System and Framework for
Multichannel Voice of Customer

Vividh Talesara

Customer Insights & Analytics Leader | Voice of Customer | Applied
GenAI & Advance Analytics Enablement
New York City Metropolitan Area

Summary

A senior customer-insights and analytics leader with 10+ years of who turns customer feedback into better decisions—and helps teams adopt useful, measurable AI workflows. I work at the intersection of customer insights, trusted measurement, and practical AI enablement. My focus is turning multi-channel customer feedback into clear business decisions - and helping analytics teams do that work more reliably and efficiently. My experience spans Voice of Customer analytics, recurring leadership reporting, data quality and governance, search and semantic retrieval, and analyst AI enablement. It also includes developing and evaluating Copilot Studio proofs of concept and helping teams assess AI-generated outputs. I like to combine stronger causal reasoning with human-reviewed AI workflows, so faster analysis also leads to better decisions. I value clear definitions, traceable evidence, useful evaluation, and collaboration across business, product, analytics, and engineering.

Experience

Fidelity Investments

6 years 10 months

Senior Manager, Advance Data Analytics & Insight

January 2023 - Present (3 years 10 months)

Boston, MA

Lead enterprise Voice of Customer analytics across calls, chat, digital, survey, and app data to uncover pain points, trends, and opportunities.

Own the Weekly Client Engagement Report, delivering insights to 2,000+ Fidelity associates and senior leaders.

Developed agentic AI workflows in Microsoft Copilot Studio, saving an estimated 9+ hours weekly and advancing reporting automation.

Serve as OpenSearch and Elastic Stack SME, leading migration, dashboards, semantic-search testing, query optimization, and enablement.

Led unitQ workstreams spanning measurement, feature testing, AI-output audits, data accuracy, adoption, and user feedback.

Delivered strategic insights on market volatility, UHNW clients, crypto, fraud, asset transfers, and launches.

Built predictive analyses linking market conditions, campaigns, events, and product activity to engagement and contact-volume changes.

Created a framework to rank customer-feedback themes and convert qualitative signals into prioritized product opportunities.

Strengthened data governance through deduplication, source validation, Alation certification, standardized definitions, transcript tagging, and reusable queries.

Guided LLM-powered search and document-analysis solutions enabling natural-language access to historical insights.

Partnered with product, engineering, governance, AI, and business teams to deliver analytics products, executive reporting, dashboards, and recommendations.

Mentored co-ops, onboarded analysts, trained teams on analytics platforms, and earned recognition for collaboration and business impact.

Manager, Data Analytics & Insights

June 2021 - December 2022 (1 year 7 months)

Boston, Massachusetts, United States

Software Engineer II - Innovation

January 2020 - May 2021 (1 year 5 months)

Boston

- Developing automation tools to provide insights to stakeholders on potential exposure due to control weaknesses
- Building AWS Risk Dashboard to Identify risk severity for services(S3, RDS & EC2) using Python, Boto3 & Tableau
- AD Outlier detection model to detect inappropriate access with applications using K-nearest neighbour, Plotly & flask framework
- Evaluating control maturity by performing control design and operating effectiveness reviews as needed
- Building Advance ML/NLP Pipeline for call-transcripts processing to identify potential high risk agent-customer conversations

Northeastern University

Graduate Teaching Assistant

September 2019 - December 2019 (4 months)

Greater Boston Area

Big Data Intelligence & Analytics
Data Warehouse & Business Intelligence

Fidelity Investments
IT Audit Analyst Co-op
January 2019 - August 2019 (8 months)
Boston, Massachusetts

Northeastern University
Graduate Teaching Assistant
September 2018 - December 2018 (4 months)
Boston
Data Science engineering Methods & Techniques

Tata Consultancy Services
Software Engineer- Enterprise Security & Risk Management
August 2015 - August 2017 (2 years 1 month)
Pune, Maharashtra, India

Eastern Techno Solutions
Data Analyst Intern
December 2014 - May 2015 (6 months)
Surat Area, India

Education

Northeastern University
Master of Science - MS, Management Information Systems,
General · (2017 - 2019)

University of Pune
Post graduate Diploma in Business Management, Business Administration and
Management, General · (2016 - 2017)

Veer Narmad South Gujarat University, Surat
Bachelor's in computer application, Computer Science · (2012 - 2015)