

# SANDEEP BHATIA

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*Aspiring Data Analyst with a strong foundation in statistical analysis, data visualization and database management. Proficient in Excel, Access, Power BI, Tableau and MySQL. Passionate about leveraging data driven insights to solve complex problems and drive business decisions. Eager to apply my analytical skills and enthusiasm for data in a dynamic growth oriented organization.*

## PROFESSIONAL SUMMARY

**May 2024 till October 2024**

**Tech Mahindra Ltd**

WFM – Senior Associate – MIS

**KRA:** Continuously monitoring real-time data and workforce metrics, including call volumes, service levels, and agent availability, tracking and reporting adherence, occupancy, and other performance parameters throughout shift. Real-time adjustments on staffing schedules based on current demand, shift changes, break adjustments, and emergency coverage. Analyzing real-time data to identify trends or potential issues impacting service levels and operational performance. Provide real-time and end-of-day reports on performance metrics, including adherence, service levels, and any anomalies. Communicating effectively with advisors regarding schedule changes, adherence issues, and performance expectations.

**Daily and weekly reports:** Publishing daily reports for the project based on CSAT, FCR, SL performance, Attendance and shrinkage shift wise, Log in Log Out, AHT, Daily performance dashboard, Daily Client performance review power point presentation, weekly floor roster, work force planning for the next 3 weeks, floor Management and Break scheduling.

**Weekly and monthly reports:** Monthly reports on night shift allowance, overtime allowance, performance linked incentive, and presentation on power point on account's performance for monthly business review.

**Tools used:** Service Now and CMS Avaya, Open Database Connectivity, Excel and Power Point.

**Key skills used:** Reports automation in excel, data management, data validation, advance excel, pivot table, data visualization, dashboards, excel reporting, power point presentation.

**October 2022 till November 2023**

**Remote Resource Pvt. Ltd**

Senior Executive – MIS

**KRA: International lead generation and Winning the business as *Business Manager*.** Downloading industry specific vertical data from Zoom Info on specific country in the world for lead generation. Working on few Job portals like Indeed, LinkedIn for data mining of contact details for specific organizations IT vertical, like web developer etc. to identifying and engage prospective clients across global markets for business generation and business conversion. Research and analyze target industries and potential clients. Crafting personalized message series to outreach them through emails, Hub spot calls, and communication platforms like WhatsApp, Google forms, MSN forms etc. Establishing and nurturing relationships with decision-makers, like CEO, CFO, CXOs, Directors and IT managers. Offerings IT service solutions to address client needs. Calling suspects and prospects, schedule meetings, explaining business models, jotting down the skills looking in for developer / Coder / IT professional, sharing requirements with HR team for resume, conducting virtual interview of candidate with prospect. **Winning the business.** Maintaining accurate and up-to-date records for leads and leads interaction on Access and ensuring data integrity.

### Major Activities:

- Understand business needs, working on business goal, applying analytical concepts to provide business solutions. Provide holistic analysis by combining data from different data sources

- Research on data points, data mining, data cleaning, extracting meaningful information from raw data, data analysis and data visualization through charts and graphs, and presentation of data analysis and business analysis on power point, calling, emailing and messaging.
- Created database on Access and Excel for lead generation, interaction with suspect and prospect over calls for lead conversion and generating business.

**Tools used:** Zoom info, Mail Chimp, Constant Contact, Hub Spot, Excel, Access, and Power Point, WhatsApp.

**Key skills used:** Data analytics, business analysis, data mining, data cleaning, data management, data validation, advance excel, Access, VLOOKUP, pivot table, dashboards, excel reporting, power bi, data visualization, power point presentation.

**January 2017 till March 2022**

**Virtual Employee Pvt. Ltd**

Senior Executive – Data Analyst

**Major Activities:** Data mining, Data cleaning, extracting meaningful information from data, research on data points, data analysis, data visualization (Charts and graphs from Excel and Power BI) on power point slides. Business analysis with scope of conversion, conversion from keywords, performance of promotional pages. Leads from Geo locations (Continents, Countries), Leads to business from Geo locations with service duration, ROI on keywords.

**Tools used:** ERP, MS dynamics CRM, MS Power App, Power BI, Access, Excel, Power Point, MySQL, Tableau.

- Business Leads analysis (SEO, PPC, Social Media Marketing and Email marketing).
  - **Business Analysis** on all leads, conversion percentage by lead source, conversion percentage by lead quality, conversion percentage from Geo locations, conversion percentage by skill set, and conversion percentage by service tenure. Business leads conversion to new hire service employee's headcount.
  - **Business Analysis** on Digital marketing leads, PPC leads (Keywords, Ad groups, Campaigns, and landing pages), conversion percentage from Geo locations, conversion percentage from keywords, ROI from keywords, PPC page performance, and business from leads with long business service duration.
  - **Data Analysis** on SEO leads, Social Media Marketing leads and email marketing leads (number of leads, quality of leads, business conversion performance, and business service duration from leads).
  - **Presentation:** Presenting data with In-depth analysis on power point with charts and graphs from excel, and Power BI, on a weekly, monthly and quarterly basis. Count of leads, quality of leads, and count of leads by skill set, conversion percentage of all leads, Keyword Conversion percentage, Geo Location conversion percentage, ROI from keywords etc. Inclusion of specific data points for data analysis or business analysis as per instructions for presentation.
  - Updated data for each leads under different headers on excel and access, for easy retrieval for analysis.
  - Worked on Microsoft Dynamics CRM and created many Power App dashboards on it.
- Employee utilization.
  - Number of service employees vs amount received for them in a month, new accounts acquired vs new resources hired, number of accounts up scaled (i.e. part time to full time) in a month, number of accounts scaled down (i.e. full time to part time or ad hoc service) in a month. Count of accounts cancelled and employees pushed on bench.
- CMMI level 3 appraisal certification
  - **Capability Maturity Model Integration – Level 3**
  - **Appraisal Team Member (ATM) for the organization. Trained by KPMG – Noida**
  - Played a crucial role to implement the process in organization, tailored the process, software modules were created to implement the project. Organization was appraised with CMMI level 3 certificate.
- Project Management:
  - **Technical Development:** Intranet project was designed and developed for IT department. Program to meet business objective for project data. Access, analyze, evaluate data to remove bottle necks and stop undocumented work or actions. It was on PHP and data storage was on SQL.
  - **Implemented UI policies and UI actions** for ease. **User Interface policies** was used to make forms cleaner and professional. Processes was small and smooth. Easy to input data for records. Easy to view update or progress. Processed data was accurate with time stamp. It created efficient and friendlier environment.
  - **User Interface actions** was very simple and easy to use. Easy to create record, easy to update record or field, escalate to next level if needed and easy to view progress. Dashboard gave complete summary.

- Above was implemented on the **Software Development Lifecycle (SDLC)**: CMMI requirement was analyzed for process. Forms were designed to capture data or information. Backend data flow and calculations were designed and implemented. Summary or progress was shown on dashboard. Tested every form and dashboard before deployment.
  - **Leadership & Communication**: Strong interpersonal skills, ability to lead team, and work collaboratively with stakeholders.
  - Migration from ERP to MS dynamics
    - Played crucial role in designing modules and forms for data flow and analysis on MS dynamics. Customized modules and sub modules were added along with many forms to collect data for business analysis.
    - Tested modules and data forms on MS dynamics, to move them on production.
- Achievements and expertise**
- Automated nearly all the reports (Using Access and Excel and Power BI) for business presentation.
  - Played crucial role in migration from ERP to MS dynamics CRM

**January 2007 till September 2016**

**Wipro BPS Limited**

**Tools used:** Excel, Access, Power Point and process database.

**Key skills used:** MIS reporting, data cleaning, data collation, data validation, advance excel, Access, pivot table, dashboards, excel reporting, power point presentation.

**2013 to 2016** – Core MIS for Talk-Talk process (Noida and Kolkata)

- Publishing advisors performance as per the defined parameters on daily basis for all queues. (Noida and Kolkata and Combined).
- Publishing team's performance and productivity performance for TM, GL, Managers and Process head location-wise (Noida and Kolkata and Combined) on daily basis.
- Publishing monthly incentive earning of advisors for specified queues and uploading them for payout.
- In-depth analysis of reports for business reviews
  - Account-wise performance, location wise performance, queue-wise performance on PowerPoint
  - Weekly, monthly, and Quarterly performance for business reviews

**2010 to 2013** – Process MIS lead

- Maintaining record of new hires assigned to and aligning them to process training batches.
- Publishing the count of new hires to the process, categorizing them as per qualification, count of them in training batches, in OJT batches and on bench.
- Publishing head count report for each active training batch and performance of each active OJT batch.

**2008 to 2010** – Level 3 Support on Floor

- Real-time floor support to the advisors on call and answering inbound escalation calls
- Team Support to OJT advisors on the floor and individually managing the team of 8 to 12 OJT advisors as L3

**2007 to 2008** – Inbound Tech Support to Verizon Consumer Technical support

- Technical Support on US-bound inbound calls for Verizon Customers – (Verizon – US – ISP)

**Achievements and expertise**

- Automated all daily performance reports using Microsoft Access and Microsoft Excel
- Presentation of business review on power point with graphs and charts.

**Airtel (Broadband & Telephone Services)**

**May 2006 Jan 2007**

**Third Party Payroll, Adecco Flexione Workforce Solutions Ltd.**

- Technical support to Airtel DSL customers on Broadband as officer call center
- Assisting customers over the phone to resolve internet connection issues and assisting them to configure router.

**May 2004 till April 2006**

**Innova Telecom Pvt. Ltd.**

**Pre Sales Head**

- PowerPoint presentation to prospective customers on wired and wireless GN Netcom headsets
- Developed a centralized database on the server of big organization and BPO companies for business
- Designed and emailed business e-flyers on products to support business and add value add product

### **Senior Executive – Sales**

- Cold calling, telephonic calling, and Searching for new customers for sales
- Product demonstration, payment collection, product installation, and after-sales and support

### **AREAS OF EXPERTISE**

- Proficient in MS Office (Excel, Access, Word, PowerPoint, etc.) and automation of reports
- Excel Macros, VBA and report automation.
- Proficient in Power BI
- Microsoft Dynamics CRM,
- Excellent communication and collaboration skills
- Easily adaptable to new work conditions and with strong work ethics

### **TECHNICAL EXPERTISE**

- **Microsoft Excel:** Advanced Excel, functions like Sum if, count if, V Lookup, H Lookup, Conditional formatting, Database management, Automation of reports, reports, Charts, Graphs, Pivot tables, Dashboards, slicers, Macros, conditional formatting, lining sheets and linking tables, formulas, report automation, Linking excel to Microsoft access for report automation and report preparation and much more.
- **Excel Macros,** VBA and report automation.
- **Microsoft Access:** Creation of tables, Database management, Queries, Exporting Data, Forms, Calculations, Automation, and linking access to Excel for reports and dashboards.
- **PowerPoint Presentation:** Proficient in Microsoft PowerPoint for creating engaging presentations, advanced skills in PowerPoint animations and slide transitions. Presenting reports using Excel Charts and Information tables. excellent in Presentation design and slide creation
- **Power BI Desktop:** Data Connectivity, Data Transformation and Modeling, Data Relationships, Data Visualization, Create Reports, DAX Language, Advanced Analytics, Low-level security on reports and dashboards

### **EDUCATION**

- 10<sup>th</sup> from Model High School, Bhopal, MP Board of Secondary Education, - First Div. 72.15%
- 12<sup>th</sup> From Champion School, Bhopal, MP Board of Secondary Education, – First Div. – 66.6%
- B.Sc. – Bio Science - St. Thomas College, Bhilai affiliated to Pt. Ravi Shankar University, Raipur. – 57 %
- Completed CIC (Certificate in Computers) from IGNOU, New Delhi – First Div. 74.85 %
- Symbiosis Pune - C-PGDBA (MBA-Dual Specialization – Marketing Management and Customer Relationship Management)
- PGDBA - Marketing Management – 68.54 %
- PGDBA – Customer Relation Management – First Div. – 69.5 %

### **PERSONAL DETAILS**

**SANDEEP BHATIA**

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Email: bvm0992@gmail.com  
Father's Name: Late Hira Lal  
Date of Birth: April 16, 1971

**Immediate Joining \*\***

**Looking for long term association \*\***

**I am working on myself to upgrade my skills for Data Scientist. I want to become an asset for the organization where I work.**