





GAURAV DHAWAN

MIS EXECUTIVE

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Summary

Objective-driven MIS executive with 2+ years of experience in managing and optimizing information systems. Proven track record in enhancing business performance through effective data analysis and reporting. Seeking an opportunity to utilize my expertise in improving organizational efficiency and driving strategic decision-making.

Experience

SBI CREDIT CARD Pvt. Ltd

Nov,2021 - FEB,2024

- ▮ Data Management*: Responsible for collecting, organizing, and managing data from various sources within the organization..
- ▮ Software Proficiency*: Proficient in using software tools such as Microsoft Excel, Access, SQL, and Business Intelligence (BI) tools for data analysis and reporting.
- ▮ Reporting*: Prepares and generates periodic reports, dashboards, and presentations for stakeholders, summarizing key metrics and performance indicators.
- ▮ Problem-Solving*: Identifies issues or discrepancies in data, troubleshoots problems, and develops solutions to improve data accuracy and reliability.
- ▮ Project Management*: Manages MIS projects, including planning, execution, monitoring, and reporting to ensure timely delivery and quality results.
- ▮ Reporting: Prepare reports, dashboards, and presentations for stakeholders.
- ▮ Feedback and Recommendations*: Provide actionable insights to stakeholders.
- ▮ Regular Updates*: Distribute reports regularly to keep stakeholders informed.
- ▮ Data Organization*: Categorize data by RE, TL, and RM distinctions.
- ▮ Training: Provide support and training on MIS tools and reports.
- ▮ Compliance: Ensure compliance with data protection regulations and company policies.
- ▮ Analysis: Analyze data to identify trends, patterns, and insights.
- ▮ Overall, a MIS Executive plays a vital role in leveraging data to drive informed decision-making and improve organizational performance.

Quality Checker (Concentrix) MNC – May 2024 to Jan 2025

Monitored and assessed chat interactions to ensure quality standards were met, providing valuable feedback to team members.

Evaluated chat performance and assigned quality grades on behalf of clients, ensuring adherence to established guidelines.

Actively participated in client meetings, discussing team performance and quality metrics to optimize service delivery.

Managed and analyzed chat data, offering actionable insights to improve customer service and response times.

Assisted team members with troubleshooting and guidance, fostering a collaborative work environment to enhance team efficiency.

Responsible for generating and managing daily, weekly, and monthly performance reports for internal teams and clients.

Provided data-driven recommendations to senior management for strategic decision-making.

Monitored real-time data flow and ensured accuracy in reporting to support client and internal business requirements.

HUGHES & HUGHES CHEM LIMITED

Site Coordinator (MIS Reporter & HR Assistant) – Jan 4, 2025 to March 31, 2025

Coordinated railway maintenance operations at the site, collaborating with senior RM to track and manage team members and their tasks on-site.

As an MIS reporter, generated and analyzed daily and weekly reports on workforce allocation, material usage, and project progress.

Handled HR responsibilities, including adding new employees to the system, generating their PF and ESIC documents, and maintaining employee records.

Generated daily MIS reports for management, highlighting any material shortages, manpower status, and progress of maintenance work.

Assisted senior management in managing the supply chain and logistics for maintaining adequate inventory of materials for continuous railway maintenance.

Supported HR functions, including onboarding new employees, ensuring accurate processing of Employee Provident Fund (EPF) and Employee State Insurance (ESI).

Monitored and reported the number of team members present on-site, ensuring proper resource allocation and team productivity.

Coordinated with site teams to ensure all required materials for railway maintenance were available and managed stock levels effectively.

Coordinated railway maintenance, managed materials, and handled HR tasks like onboarding and PF/ESI.

Education

12th Passed CBSE 2018

I Completed the Bachelor of Arts (B.A.) program at Delhi University.

I am pursuing an M.A. from IGNOU.

I completed an advanced Excel course through online batches on YouTube from 2018 to 2020.

Skills

Search Engine on Google
Google Analytics
Screaming Frog
Mis specialist
Google Search Console

Strength

Punctual and a Quick learner
Good communication skills
Self-Motivated and Hardworking
Confident

*Personal Information

- **Marital Status:** Single
- **Nationality:** Proudly Indian
- **Languages Spoken:** Fluent in Hindi and English