AKSHAY THAKUR

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OBJECTIVE

A proven understanding of information technology, knowledgeable in disruptive technologies, in-depth experience and knowledge of databases and data schema. Good knowledge in SQL and NOSQL databases MySQL, PGadmin, Snowflake, MongoDB and Oracle. Strong analytical skills with ability to synthesize data to design and deliver meaningful solutions. Experienced in Process Transformation, Process Automation, Operational Excellence . Well versed with leading tools(Clevertap, Webengage, Google Analytics) , advanced data manipulation, Statistical Data Analysis, summarization skills using python and Excel at Expert skill level including Macros (VBA). Also have expertise in creating data models and visualizing the same using tools such as Alteryx, Power BI, Tableau, Confluence etc. I bring more than 3 years experience and worked in all levels of buildings a product on data driven insights.

EXPERIENCE

- **Zomato Private limited**
  May 2018 - July 2020
  Senior Associate - Central Strategy Team
  Produced Daily, Weekly, Monthly operational reporting and presentations used with cross-functional partners .Managed stakeholders across business lines and steer the team to deliver expected high-quality insights and reports as per stakeholder requirements and timelines.

  Working with making Tableau Dashboards and completing data requests on regular basis to the operation team.

  Understanding the data requirements from stakeholders for the campaigns entrusted. Make changes in the campaign design as per the policy requirements.Such as workinh with SAM'S(STRATEGIC ACCOUNT MANAGERS) handling bigger chains of restaurants with data driven insights for higher ad revenue, lesser order cancellations

  Streamlined processes with stakeholders across initiatives so there is a productivity gain in our initiatives.Such as real time addition of coupons through a script at the end of day- Taking data from live google sheet , Daily web scraping of social media networking posts with hashtags for Social media team to not to miss any issue and for their accountability.

  Manage the critical operations Data requirements through SQL Work closely with other BIU managers to address ongoing operational needs and building new capability in campaigns

  Work with outsourced service delivery partner to ensure strict adherence to campaign data management process Thorough knowledge SQL SQL Data tools Excellent Communication.

- **Apollo247**
  July 2020 - Till date
  Business Analyst - Product Team
  Developed operational dashboards and tools that enabled improvement of day-to-day management and decision making by taking leverage from Excel, PowerBI and Python. Also analyzed product metrics and trends to access product health and improvement opportunities.

  Supported PM to launch products and features in an Agile methodology and at scale, through continuous prioritization, A/B testing, pivoting, and designing for scale and robustness. Good understanding of user journeys, personas, user experience and product development life cycle.

  Assessed workload across the team and helped the Product Lead to manage heavy projects, prioritization, and workload sharing. Owned projects, and understood the project requirements and map out delivery plan . Also managing the product backlog and grooming, Prioritizing the requirements for every sprint and release. Evaluating product progress at each iteration, collaboration with development team.

  Worked on cross-product initiatives that are of high importance and bring significant impact on retention.

  Have end-to-end responsibility for leading projects focused on extracting, merging, analyzing, and managing large sets of data across multiple and disparate databases. Created innovative solutions to complex data-driven problems. Enabled automation opportunities where needed.

  Feature Adoption analysis - New features releases to be tracked ,data consistency, finding bugs and data quality issues by proactive collaboration with stakeholders and partners to fix data issues or issues integrating data into analytics system.

  Scheduling automated reports - Creating automated daily data dumps using Python scripts to reach various stakeholders in operations and revenue team in Virtual Consult

  Trackers - Delay tracker using python script for the operations team to send alerts to operations SPOC to act on real time basis. Pharma appointments tracker,CX team tracker,Pending appointments tracker

  Alerts - Audio Video failure alerts, Payment Failure alerts ,Refund Failure alerts using scripts

  Competitive Analysis - Gathered market insights and analyze competitive landscape in Indian Healthcare market to recommend opportunities to business leaders also checking the product of competitors, study their product , share their business model with takeaways we can adopt to improve our Product.

  Proof of concept building - Big features with higher estimated development hours ,making temporary automated flow to get it started and check with data to push it into priority or to stay with temporary flow for some time.

EDUCATION

- **Maharshi Dayanand University**
  2012-2016
  B.TECh
- **Springboard**
  2019
  Springboard Data science career track

SKILLS

- Data visualization
- SQL scripting
- Python Statistical data analysis
- Big Data analytics
- NoSql
- Tableau
- PowerBi
- Excel and Macros(VBA)