ANGSHUMAN MAZUMDAR

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Summary

Regional Manager at Pazcare focused on customer success and retention through data-driven insights and metrics. Proficient in SQL querying and data governance, with a strong track record in stakeholder collaboration and process optimization. Committed to enhancing operational efficiency and mentoring teams in tool adoption and process improvement. Developed effective monitoring capabilities that drive impactful business insights.

Top Skills

- BI tools looker studio, power BI, zoho analytics
- SQL querying
- Data governance
- KPI development
- Trend analysis
- Customer relationship management
- Operational efficiency
- Root cause analysis
- Stakeholder collaboration
- Problem solving
- Effective communication
- Team leadership
- Process optimization
- Vendor management

Experience

06/2023 - Current
Pazcare
Bengaluru, Karnataka

Regional Manager

- Drive monthly and quarterly business reviews (MBRs and QBRs) for customer success and operations, achieving over 110% net revenue retention (NRR) quarterly.
- Lead **data validation, cleansing, and governance initiatives** to ensure data accuracy, consistency, and compliance across systems.
- Design and optimize **SQL queries** to extract, transform, and analyze large datasets efficiently for strategic insights.
- Develop and maintain **data models, ETL pipelines**, and integrations from multiple sources into BI platforms, enabling unified reporting.
- Build **interactive dashboards, scorecards, and KPI trackers** in **Looker Studio** and **Zoho Analytics**, providing real-time visibility into business and operational performance.
- Partner with stakeholders to define **key performance indicators (KPIs)** and align reporting with organizational goals.
- Conduct **trend analysis and root-cause diagnostics** to identify opportunities for customer retention, engagement, and operational improvement.
- Implement **automated alerting systems** and proactive monitoring to flag deviations and potential risks.
- Collaborate cross-functionally with Customer Success, Operations, Product, and Tech teams to resolve customer issues, and improve processes.
- Consolidate and analyze **Voice of Customer (VOC)** data to drive product enhancements and improve service delivery.
- Mentor and train team members on **BI tools, data management practices, and reporting methodologies** to build internal analytics capabilities.

- Continuously research and evaluate **emerging technologies** to enhance BI efficiency, scalability, and automation.

03/2022 - 06/2023
Zeta Suite

Lead
- Led **data management and operational governance** across client accounts, ensuring accuracy, security, and compliance with internal and regulatory standards.
- Oversaw **incident management processes**, coordinating with cross-functional teams to investigate root causes, implement corrective actions, and prevent recurrences.
- Managed **client audits and compliance reviews**, preparing detailed documentation, validating data integrity, and ensuring adherence to contractual and statutory requirements.
- Directed **billing and reconciliation operations**, streamlining workflows to ensure accuracy, transparency, and timely invoicing for enterprise clients.
- Established **data quality frameworks and validation checks**, ensuring consistency across client systems and reporting environments.
- Collaborated with **Legal, Finance, and InfoSec teams** to maintain compliance with data protection regulations and client-specific SLAs.
- Implemented **incident reporting and escalation protocols**, improving response times and accountability across business units.
- Built **audit-ready documentation** and operational dashboards for leadership visibility into compliance posture, billing accuracy, and SLA adherence.
- Partnered with client success and delivery teams to proactively identify operational risks and strengthen internal controls.
- Championed **continuous improvement initiatives** across data governance, billing automation, and compliance monitoring to enhance operational efficiency.

12/2020 - 03/2022
NoBrokerHood
Bangalore Urban,
Karnataka

Business Analyst
- Designed and tracked **service team KPIs** to measure productivity, turnaround time, first-time resolution, and customer satisfaction across multiple service channels.
- Developed **data models and performance dashboards** to provide real-time visibility into agent performance, ticket volumes, and SLA adherence.
- Automated reporting and incentive calculation processes reduce manual effort, ensuring transparency and accuracy in performance-linked payouts.
- Conducted root-cause analysis on recurring service bottlenecks, and implemented data-driven improvements to enhance operational efficiency.
- Partnered with the **Service, Product, and Tech teams** to identify automation opportunities, integrating data flows between CRM, ticketing, and reporting systems.
- Built and maintained **performance tracking frameworks** to align individual and team incentives with business goals and customer experience outcomes.
- Streamlined **data collection and validation processes**, ensuring consistent and reliable inputs for KPI measurement and incentive computation.
- Created **automated alerts and trackers** for service quality deviations, proactively identifying areas for coaching and process enhancement.
- Presented monthly and quarterly performance insights to leadership, highlighting trends, incentive effectiveness, and the impact of automation initiatives.
- Contributed to the continuous improvement of service analytics by enhancing data pipelines, visualization tools, and feedback loops with frontline teams.

10/2017 - 11/2020
ClearTax India
Bengaluru Area, India

Operations Analyst
- Data analysis from various data sources, data cleaning and report generation for various processes and teams.

- Deliver management level and user level dashboards for accurate monitoring of productivity and performance.
- Reports for team productivity, target achievement, for daily, monthly, quarterly reports including sales funnels, marketing funnel conversion reports, revenue reports.
- Managing and evolving the fast paced contact center environment for various teams like support, retention, sales, marketing and marketplace.
- Delivered reports and dashboards for productivity, utilization, lead conversions, client retention and other metrics and KPIs helping the business stakeholders understand the factors involved and improve efficiency and performance while bringing down cost of service for the company.
- Collaborated on SOP's for the contact center.

08/2016 - 08/2017
HP
Bangalore, India

Technical Support Engineer
- Technical support engineer for L0 APJ India region. Provided support across HP line of products to Indian B2C customers.
- Technical Support Engineer for L1 APJ India commercial B2B customers for HP Systems including Laptops, Desktops and workstations.
- Best performer of the month.
- Customer promoters for excellency in service.

Education

01/2015

Bachelor of Science (B.S.) in Computer Systems Networking and Telecommunications
Sikkim Manipal University - Distance Education

01/2010
India

12th in science
Oil Valley School

Websites, Portfolios, Profiles

- www.linkedin.com/in/angshumanmazumdar

Certifications

- EFSET EXPRESS Medium Proficiency, CEFR B1/B2
- Network Technician

Languages

- English
- Assamese
- Hindi