

Mayuri Atkare

SME or Analyst

Summary

Experienced in customer service analyst with demonstrated history of working in the BPO and Information technology industry. 10+ year track record analysing business intelligence parameters in various industry verticals such as Business processes, Education, software etc.



Experience

Power Bi developer

Mar 2023 – Present

- Six months of experience on Power BI (Desktop and Service) and DAX.
- Worked on the Power Bi reports & dashboards.
- Used Table, Matrix, Bar, Card, Gauge, Slicer's visualizations
- Worked on Custom Visualizations like multi slicer and Hierarchy slicer.
- Worked on DAX expressions like filters, Aggregate, Mathematical Functions etc.
- Created New Calculated Column and Measure using DAX Expression.
- Comfortable in working with filters/calculated columns/measures/relationships and transformations of Edit Query section.
- Published/shared the reports by creating Content Pack/Sharing the pbix file.
- Worked on On-Premises Gateway to refresh the data sources.
- Implemented Role Based Security as part of security in Power Bi.

Lead Teacher

Jun 2010 – Mar 2023

Sunrise CBSE classes

- ✓ Supported student teachers by mentoring on classroom management, lesson planning and activity all standards of CBSE students.
- ✓ Assisted struggling students to maintain progress levels by designing individualized lesson plans focused on areas for improvement.
- ✓ Devised and implemented strategies to create and maintain cohesive school community within virtual classroom setting.
- ✓ Conferred with parents about student progress to boost family involvement and enhance student support.

SME or Analyst - Operations

Jul 2008 – March 2010

AEGIS

- ✓ Handled a team of 25 FTEs for training and floor support.
- ✓ Handled the Team for the Nokia software, Airtel & Vodafone process.
- ✓ Saved all the documentation for the team and its performance.
- ✓ Scheduled adherence, coaching and Feedback sessions for agents.
- ✓ Created Action plans and Root cause analysis for low performance in CPM's.
- ✓ Conducting briefings & one on one session with Team Members.
- ✓ Preparing Presentations for monthly reviews.
- ✓ Sharing cadet reports to the team daily.

Achievements

- ✓ Awarded for best performance for the month of April-2009
- ✓ Awarded for best performance for the month of May-2009
- ✓ Awarded for best performance for the month of June-2009
- ✓ Awarded for best performance for the month of Aug-2009
- ✓ Awarded for best quality for the month of Nov-2009
- ✓ Awarded for best performance for the month of Jan-2010

SME – Operations

EXALT TECHNOLOGIES

Jul 2008 – March 2010

- ✓ Handled a collection process, Retailer help desk and Dealer help desk.
- ✓ Handled the Team for the Reliance process.
- ✓ Saved all the documentation for the team and its performance.
- ✓ Sharing cadet reports to the team daily.

Personal Info

Address

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Phone

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E-mail

mayureshwariatkare28@gmail.com

Date of birth

1987-10-17

Skills

Power BI

Excel

Working Knowledge

Creative

Ability to develop

Problem Solving

Certifications

Power BI

Great Learning

Education

SRTM University

BCA

Maharashtra Board

HSC (Science)

Maharashtra Board

SSC