

MOHAMMED ZEESHAN

Data Analyst | Business Analyst | CRM / Client Relations Analyst

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PROFILE

Analytical and process-focused professional with 8 years of experience across Data Analysis, Business Analysis, Capacity Planning, and CRM operations. Skilled in Python, Pandas, Excel automation, ETL, workflow optimization, and structured reporting. Strong experience in building automated pipelines, transforming manual workflows into scalable solutions, and collaborating with stakeholders to deliver business-ready insights. Adept at using Generative AI-assisted automation to accelerate documentation, logic building, requirement mapping, and reporting efficiency.

PROFESSIONAL EXPERIENCE

Associate Manager - Capacity Planning | Sutherland Global Services

Sep 2020 - Present | Chennai

- Analyze datasets related to seating capacity and operational reporting across facilities.
- Build automated reporting solutions using Python (Pandas), Power Query, VBA, and advanced Excel.
- Develop reusable scripts for cleaning, transforming, and validating high-volume datasets.
- Collaborate with stakeholders to gather business requirements and improve reporting processes.
- Implement Generative AI-assisted automation for documentation, reporting logic, and workflow enhancement.

Key Projects:

1. Automated Global Capacity Dashboard (GCD)
 - Consolidated multiple Excel sources into a centralized automated Python dashboard.
 - Enabled leadership visibility into free/trapped seat availability across multiple locations.
 - Improved reporting accuracy and turnaround time significantly.
2. Automated Billing & FP&A Reporting

- Developed Python scripts with automated validation and data integrity checks.
 - Reduced manual reporting effort by approximately 90%.
3. Hoteling Seat Allocation Tracker
- Built Python-based tracker with visual trends and data validations to avoid double-bookings.
 - Enhanced leadership decision-making through clear occupancy insights.

Production Manager | Saman Exports

Feb 2019 - Sep 2021 | Chennai

- Oversaw daily production workflow and ensured timely delivery of client orders.
- Coordinated production and quality teams to maintain manufacturing and product standards.
- Managed procurement and inventory of raw materials to avoid production delays.
- Ensured adherence to safety protocols and quality guidelines.

Public Relations Officer | Marshal Travel LLC

Oct 2016 - Nov 2018 | Dubai, UAE

- Handled visa processing and documentation for employees and tourists with accuracy and confidentiality.
- Coordinated with UAE immigration authorities for case updates and clarifications.
- Delivered consistent communication and high service quality in a fast-paced environment.
- Ensured accurate handling of sensitive documents and compliance with required procedures.

EDUCATION

B.Com - Commerce (2019 - 2021)

University of Madras, Chennai

TECHNICAL SKILLS

Python, Pandas, Power Query, Advanced Excel, VBA, ETL, Data Cleaning, Exploratory Data Analysis (EDA), Reporting, Data Interpretation, Process Optimization, Power BI (Beginner), Generative AI-Assisted Automation