

Kush Navi

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<https://kush219.github.io/>

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PERSONAL STATEMENT:

Proficient in Python, SQL, Tableau and Power BI with experience in data analysis, visualization, and database management. Skilled in leveraging Python scripting and SQL querying for develop robust data solutions. Experienced in creating compelling visualizations and interactive dashboards using Tableau & Power BI. Ready to contribute expertise and drive business success through insightful, data-driven strategies.

EDUCATION:

Bachelor's in Commerce from IGNOU

TECHNICAL SKILLS:

- **Language:** Python, SQL, VBA Macro
- **Tools:** Python, MySQL, Tableau, Power BI, Excel and Power Point
- **Database:** MySQL
- **Libraries:** Pandas, NumPy, Matplotlib, Seaborn, PySpark, SciPy.
- **Power BI-Business Intelligence for Beginners to Advance:** Completed from Udemy with duration 35 hours.
- **Zero to Hero in Tableau Data Visualization using Tableau:** Completed from Udemy with duration 13 hours.
- **SQL Basics and Fundamentals:** Completed from iNeuron Tech with duration 15 hours.
- **Learn Python Programming Beginner to Master:** Completed from Udemy with duration 57 hours.

Prepared sample dashboards on Power BI and Tableau, available on Github (<https://kush219.github.io/>)

WORK EXPERIENCE:

Dialer Manager- Indusind Bank Limited

(2-Jul-25 to Present)

Responsibilities:

- Manage and configure predictive, preview, and manual dialer campaigns to optimize call flow and agent productivity.
- Monitor real-time call performance, agent availability, and campaign KPIs to ensure targets are met.
- Maintain dialer lists, data segmentation, and lead recycling to maximize contact rates.
- Troubleshoot dialer-related issues and coordinate with IT or vendors for resolution.
- Analyze call reports, connect rates, and performance trends to recommend improvements.
- Generate daily, weekly, and monthly sales and performance reports for management review.
- Ensure compliance with regulatory guidelines and company policies for outbound dialing.
- Schedule and prioritize campaigns based on business requirements and SLAs.
- Train and support RM's and supervisors in dialer operations and best practices.

Assistant Manager MIS- Teleperformance Global Services**(16-Apr-18 to 30-Jun-25)***[Worked at Axis Bank's client location]****Responsibilities:***

- Prepare visual reports to track key performance indicators (KPIs) like score card, unit productivity, month-over-month (MoM) trend, C2I, target vs revenue achievement, CRM report and incentive.
- Responsible for generating various daily, weekly and month end reports use for tracking bank statistics and collection progress.
- Plan targets, monitor key metrics and achievement of overall goals on a daily, weekly & monthly basis to meet the delivery requirements.
- Maintain and analyze the partner database, which consists of information on deliveries sent to clients.
- Generate reports on sales team input for management that helps the sales team identify areas that need improvement.
- Manage the monthly and YTD scorecard process for over 350 employees in the sales department from Operations RSM to VRM level.
- Develop excel template for data collection and reporting.

Executive MIS- CPM India Sales & Marketing**(30-Oct-17 to 15-Apr-18)*****Responsibilities:***

- Created MIS Reports for highlighting employee & process performance.
- Responded to queries from the field officers and team leaders.
- Provided the technical support of field officers.
- Created the route plans of field offers for store visits.
- Generated and managed daily, weekly, and month-end reports used to track bank statistics and collection progress.
- Planned targets, monitored performance, and tracked the achievement of overall goals on a daily, weekly, and monthly basis to meet delivery requirements.

Executive MIS- Intelenet Global Services**(01-Feb-16 to 05-Aug-17)***[Worked at RBL client location]****Responsibilities:***

- Managed daily, weekly, and month-end reports used to track bank statistics and collection progress.
- Planned targets, monitored performance, and tracked the achievement of overall goals on a daily, weekly, and monthly basis to meet delivery requirements.
- Maintained and analyzed the partner database, which contained information on deliveries sent to clients.
- Generated reports on sales team performance to help management identify areas for improvement.
- Managed the monthly and year-to-date (YTD) scorecard process for over 150 employees in the sales department, from Operations RSM to VRM level.
- Developed excel templates for data collection and reporting.

Executive MIS- Unigrow Ventures**(29-Apr-14 to 15-Jan-16)*****Responsibilities:***

- Created MIS Reports for highlighting employee & process performance.
- Generated and managed daily, weekly, and month-end reports used to track bank statistics and collection progress.
- Planned targets, monitored performance, and tracked the achievement of overall goals on a daily, weekly, and monthly basis to meet delivery requirements.

Date:**(Kush Navi)**