

# Mandeep Mishra

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## • Professional Summary

In my work, I prioritize accuracy, efficiency, and continuous improvement. Whether it's creating insightful reports or ensuring network reliability, I thrive on solving complex challenges. My passion lies at the intersection of technology and business, where I leverage data-driven insights to drive informed decision-making.

## • Experience

### 1. \*\*Back Office Executive\*\*

- \*\*Teleperformance\*\*

- Aug 2023 – Mar 2024

- Responsibilities:

- Created raw data reports
- Managed weekly rosters
- Monitored login time based on attendance
- Prepared concise reports on agent targets

### 2. \*\*Back Office Admin Executive\*\*

- \*\*S A Wealth Management\*\*

- Feb 2022 – July 2023

- Responsibilities:

- Generated operational and development reports
- Tracked and monitored projects
- Set clear project goals
- Provided software training
- Created offer letters
- Managed payroll and salary.
- Troubleshoot LAN/WAN network issues for voice and data connectivity

## • SKILLS

- \*\*MIS (Management Information Systems)\*\*:

- Proficient in MIS reporting, conditional formatting, and MIS operations using advanced Excel.
- Skilled at analyzing data, creating insightful reports, and optimizing processes.

- \*\*Technical Skills (IT)\*\*:

- Troubleshooting LAN/WAN network issues for voice and data connectivity.
- Familiar with software tools commonly used in IT environments.
- Proficient in Microsoft Office suite (Excel, Word, PowerPoint, etc.).
- knowledge of programming concepts.

- \*\*Database Management\*\*:

- Knowledge of MySQL database administration and SQL queries.
- Experience in designing and maintaining relational databases.

## • EDUCATION:

**Bhupendra Narayan Mandal University,  
Madhepura**

Bachelor of Computer Applications

2018 – 2022

### INTERMEDIATE

BIHAR SACONDRY EXAMNATION  
BOARD

2016 – 2018

### HIGH SCHOOL

BIHAR SACONDRY EXAMNATION  
BOARD

2014 – 2016

## • LANGUAGE:

ENGLISH:- (Professional Proficiency)

HINDI:- (Full Professional Proficiency)

## • Interests & Hobbies:

CHESS

VIDEO GAMES

MOVIES

## • SOFT SKILLS:

Communication

Adaptability

Problem-Solving

Time Management

Emotional Intelligence

Work Ethic

Positive Attitude

## • Achievements:

Chess: Achieved the second rank in chess during college. Demonstrated strategic thinking, discipline, and competitive spirit