

Mandeep Mishra

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•Summary

Results-driven Back Office Executive with a strong background in data management and Excel proficiency. Committed to accuracy, process optimization, and team collaboration. Seeking opportunities to contribute my skills in a dynamic work environment.

•Experience

1. **Back Office Executive**

- **Teleperformance**

- Aug 2023 – Mar 2024

- Responsibilities:

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

2. **Back Office Admin Executive**

- **S A Wealth Management**

- Feb 2022 – July 2023

- Responsibilities:

- Generated operational and development reports
- Monitored and tracked projects
- Set 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.

Soft Skills:

- Attention to detail
- Time management
- Team collaboration

•Education



Bhupendra Narayan Mandal University, Madhepura
Bachelor of Computer Applications
2018 – 2022

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