

# MANOJ V

Data Analyst & BI Developer | Customer Support Specialist

## CONTACT

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## SKILLS

- Exceptional English communication and interpersonal skills
- Customer Orientation
- Proficient in customer service and assistance
- Power BI dashboards & data visualization
- DAX formulas & data modeling (Power BI)
- Expertise in Microsoft Excel and data management
- Freelance experience with entrepreneurial mindset
- Basic website development (No code/Low-code tools)

## LANGUAGES

- English (Business English & Fluent)
- Tamil, Kannada, Hindi, Telugu

## SKILL BASED

- Power BI Developer** - Developed professional Power BI dashboards to visualize business data, highlight trends, and deliver clear insights. Experienced in data modeling, DAX, slicers, and creating dynamic multi-page reports for effective decision-making.  
View Project Dashboard In GitHub - Mj-Boy-Hub
- E-commerce & Website Management:**  
**Founder of Looc Cool (Online Store)** - A global trend-focused fashion store. I manage everything from product curation to site design, using no-code tools and sharp marketing to boost sales and stay ahead of trends.

## PROFILE

Dedicated and results-oriented Customer Service Representative with over 4 years of experience in customer support and service roles within dynamic environments. Proven ability to effectively communicate with clients, resolve issues, and enhance customer satisfaction. Experienced in contract negotiation, problem-solving, and data analysis, with expertise in using Power BI for data visualization and reporting. Strong entrepreneurial mindset from managing an online store, leveraging Power BI to track performance and drive business decisions.

## WORK EXPERIENCE

**Accenture** 07/2023 - 12/2024  
Business Development Associate

- Provided B2B support to healthcare providers, ensuring efficient claims processing and resolution of claims details.
- Collaborated with clients regarding membership benefits and coverage, enhancing overall customer satisfaction through effective communication.

**FirstSource Solutions Limited** 11/2021 - 05/2023  
Customer Service Associate

- Assisted clients with contract and finance inquiries, effectively negotiating pricing to retain customers and prevent cancellations.
- Managed billing issues and promotional offers, demonstrating excellent customer service skills and conflict resolution.

**ECPL (Expert Callers Pvt Limited)** 04/2019 - 12/2021  
Customer Support Representative

- Handled incoming calls and chat inquiries, providing prompt customer assistance in a fast-paced environment.
- Supported background app development by relaying customer feedback to improve user experience and functionality.

## EDUCATION

**Higher Secondary Eductaion** 2016 - 2018  
Indian Academy PU College

**S.S.L.C** 2015 - 2016  
Maria Niketan Higher Primary School

## Certification And Portfolio

Certified in Power BI – Business Intelligence Tools for Data Analysis (Udemy - Online Course)

Portfolio - <https://vintage-astronomy-cc6.notion.site/Mj-Power-BI-Portfolio-1dcf2fc79d2880e293b5d5d7fb1c0af7>