

MOHIT SINGH

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Experienced Business Analyst with a proven track record of over a decade in the supply chain & logistics industry. Proficiently navigate diverse portals including Customer Service, Warehouse, and data domains to extract actionable insights.

PROFESSIONAL EXPERIENCE

Ecom Express Pvt Ltd. (Sr. Business Analyst)

Apr 2018 – Present

- Conduct daily, weekly, and monthly assessments of existing operations, utilizing key performance indicators (KPIs) and detailed reports to evaluate process efficiency and effectiveness
- Analyzed business functions to define operational goals, gathering critical information and assessing output requirements and formats.
- Engineered a scheduled automation process using **SQL** and **Python**, resulting in a **50% reduction in processing** time and increasing overall team productivity.
- Leveraged data collection and manipulation techniques to provide essential insights for informed business decision-making.
- Utilized a robust toolkit including **Excel**, **SQL**, **Python**, **R**, and **Power BI** to extract valuable insights from dataset.
- Proficiently employed diverse **Python** and **R** libraries to facilitate seamless data interpretation.
- Successfully managed substantial datasets, demonstrating prowess in data handling through Python and R.
- Tracked and maintained **over 100 automation reports**, ensuring consistent oversight and actionable insights.
- Drew insights from diverse data sources to uncover trends, identify areas for improvement, and highlight growth opportunities in the company's delivery operations.
- Collaborated closely with cross-functional teams to develop and execute data-driven solutions, **aiming to enhance efficiency, cut costs, and elevate customer satisfaction.**
- Helping to KAM/SAM for their requirement to resolve customer query and complaints.
- Generated comprehensive performance **scorecards at the Cluster/State level, providing valuable inputs** for weekly review meetings.
- Developed customer presentations, including essential metrics such as **Delivered & Return, FOC, FAD, FAR, ROC, TAT**, offering impactful insights to clients.

Git hub link :- <https://github.com/MohitRajput717>

[Data Analyst Projects](#) - Automate task, EDA data read through html .

[Python Libraries](#) - Python Library such Pandas, Numpy, Matplotlib, Seaborn, Datetime, Mysql-connector, openpyxl, pywin32, SMTP, polars, autoviz, autowebscraper.

SHOP CJ PVT LTD (May 2016 to Jan 2018) as Co-Ordinator.

HOME SHOP 18 (Sept 15 to May 16) As FOS (Supervisor)

- Generated data of defaulter location and follow-up with 3PL level.
- Developed of Forward, Return & Reverse pickup (RVP) pendency report on courier basis.
- Prepared pending report of high ageing shipments & flash to Manager/courier level.
- Preparing Daily, Weekly & Monthly reports send to Directors, Managers region wise.
- Created TAT adherence & performance report of customers.
- Analysis of Delivery/NDR/Return & TAT breached shipments.
- Preparing Zone wise performance & time to time raise alarm to Zone/3PL level.
- Composed High value & ageing pending shipments data & flash to Managers level.

QUANTIUM MAIL LOGISTICS 6 Month As a supervisor.

- Totally handling operation Gurgaon Branch.
- Maintaining Pick up, arrange delivery and RTO Process.
- Close all shipments within TAT.
- Focus on NDR and escalation cases

EDUCATION

MBA from Amity University
Graduate from Uniraj(Rajasthan)
10th & 12th from BSEH

TECHNICAL SKILL

Programming – R & Python
Visualization – Power Bi & Excel
Database - SQL & MySQL