

MANMEET SINGH

DATA ANALYST

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SUMMARY

Results-driven data professional with 5 years of cross-functional experience spanning workforce management (WFM MIS), data entry, content moderation, customer support, and fintech analytics. Adept at transforming complex datasets into actionable insights and driving business decisions with data visualization and statistical modeling. Proficient in Python, R, SQL, and advanced Excel functions including VBA. Skilled in Power BI, Power Pivot, Power Query Editor, and M Language, with a strong understanding of data transformation and reporting automation. Known for analytical precision, problem-solving mindset, and adaptability across dynamic environments.

TECHNICAL SKILLS

Programming Languages:

- Python (Numpy, Pandas)
- R Language

Data Management & Reporting:

- Data transformation
- cleansing
- dynamic reporting automation

Tools & Platforms:

- CRM systems
- Workforce Management (WFM MIS)
- Microsoft Office Suite

Business Intelligence &

Visualization:

- Power BI (dashboards, DAX, custom visuals)
- Looker Studio (custom dashboards, interactive reports, data connectors)

Databases & Querying:

- SQL (advanced functions, joins, subqueries; integration with Google Sheets and BigQuery)

Spreadsheet Expertise:

- Google Sheets (custom formulas, query functions, automation via Apps Script)
- Microsoft Excel (VBA scripting, Power Pivot, Power Query Editor, M Language)

Others:

- Descriptive & Exploratory Data Analysis
- Trend & Pattern Recognition
- Forecasting & Predictive Analytics (Basic)
- Data Storytelling

PROFESSIONAL EXPERIENCE

Fintech Analyst, Teleperformance

Mar 2025 - Present

- Conducted ongoing sanction and Politically Exposed Person (PEP) rescreening for compliance with global regulatory standards
- Investigated negative balance discrepancies, identifying root causes and facilitating timely resolution to maintain account integrity
- Performed fraud screening using predefined risk parameters, transaction monitoring, and behavioral analysis to prevent financial loss
- Collaborated with cross-functional teams and compliance units to ensure accurate reporting and case documentation
- Maintained high accuracy and productivity in a time-sensitive.

WFM MIS Analyst / Content Moderator / Customer Support Executive, Taskus

May 2022 - Feb 2025

- Transitioned through multiple key roles, gaining comprehensive operational exposure across content safety, support, and performance analytics
- As a Content Moderator, ensured platform integrity by reviewing and escalating sensitive content aligned with global compliance guidelines.

PROFESSIONAL EXPERIENCE

WFM MIS Analyst / Content Moderator / Customer Support Executive

May 2022 - Feb 2025

- As a Customer Support Executive, handled client inquiries efficiently while maintaining high satisfaction scores and resolving service issues within SLA targets
- As a WFM MIS Analyst, managed Weekly Business Review (WBR) reports by consolidating performance data across 12 sub-LOBs, enabling strategic decision-making
- Owned daily SLA and AHT dashboards, offering real-time performance insights for operational leads
- Built and maintained monthly incentive and PIP reports, tracking individual and team metrics to drive motivation and accountability
- Streamlined reporting using advanced Excel, VBA, and Power BI, ensuring data accuracy and reducing manual workload
- Partnered with team managers and business stakeholders to align KPIs with business objectives

Data Entry Specialist, Teleperformance

Oct 2020 - May 2022

- Entered and validated large volumes of operational, customer, and financial data with exceptional accuracy
- Maintained and updated databases, trackers, and logs to ensure information was current and audit-ready
- Assisted in compiling weekly and monthly performance reports using Excel and Power Pivot for internal reviews
- Applied quality control checks to minimize input errors and ensure data integrity
- Collaborated with cross-functional teams to support workflow efficiency and timely project delivery
- Prioritized tasks in a high-volume, deadline-driven environment while maintaining a strong attention to detail
- Created automated templates and formulas to reduce manual data input time

EDUCATION

Acropolis Institute of Management Studies and Research

Jul 2021 - Mar 2024

- Studied core and applied biotechnology techniques, microbiological research methods, and genetic analysis
- Conducted hands-on experiments and lab work focused on microbial cultivation, molecular biology, and bioprocessing

Internships & Academic Projects

- **Plant Tissue Culture:** Explored sterile plant propagation methods and in vitro growth protocols
- **Vaccine Preparation:** Participated in lab simulations and study of immunological production processes
- **Python & R Programming (Basics):** Acquired foundational skills in scripting, data manipulation, and statistical modeling through structured learning modules and mini-projects

ADDITIONAL INFORMATION

- Languages: English, French, Mandarin.
- Completed internships in Plant Tissue Culture and Vaccine Preparation, applying sterile lab techniques and biotechnological protocols
- Gained foundational programming experience in Python and R, supporting data manipulation and basic analysis
- Built interactive dashboards and automated reporting workflows using Google Sheets, Apps Script, and Power BI, enabling real-time insights and process optimization
- Experienced in handling CRM systems and process documentation in customer support and moderation settings