NIKHIL S NAIK | +91 9606185321 | nikhilsn1997@gmail.com | LinkedIn

EDUCATION

National Institute of Technology Karnataka   **June 2015**
BTech Metallurgical and Materials Engineering

TECHNICAL SKILLS

Analytical Tools: Advance Excel, Power BI, Tableau, Metabase, Grafana
Software's: MS Project, JIRA, Kanban board
Programming Languages: SQL, Python
Database: Microsoft SQL Server, PostgreSQL

BUSINESS EXPERIENCE

Koo   **Jan 2023 – Feb 2023**
Team Lead
   • Led the project which made bulk changes adding relevant tags on all the Eminent Users on Koo with the help of Burp Suite, aimed at improvising the search algorithms & user experience.
   • Built Analytics Dashboards with the help of Grafana, reducing manual intervention and providing live insights.

TATA 1mg   **Jan 2021 – Mar 2022**
Regional Manager- South (Assistant Manager)
   • Conducted the Root Cause Analysis of Upsell data with the help of **Metabase and Excel** to improve on ground upsells which resulted in the increase of revenue of **20 million INR**.
   • Improvised SLAs which in turn improved the net promoter score compelling the Leadership team to focus their marketing expense in the Southern Region leading to the **increase of orders by 200%.**
   • Automated the inventory management using Google sheets which procured inventory based on forecasted orders.
   • Impressed & bagged **One Month Bonus Pay** for the performance shown.
   • Communicated and presented insights clearly and compellingly to senior leadership of the organization.

Zomato Private Limited
Assistant Manager, Logistics – Bangalore   **June 2019 – Nov 2020**
   • Handling a crowd of **25,000 Delivery folks** using data driven decisions.
   • Reduced the **cost per order by 44%** using Excel and **Tableau** saving **$ 3M** monthly expense.
   • Helped city back 50% Pan India orders during Covid Lockdown, and 30% during Unlock Phase-1.
   • Improvised churn, lead conversion, fleet engagement using data collected via Tele callers and IVR.

ACADEMIC PROJECT

Covid Data Analysis, Analytics with Microsoft SQL Server Management Studio & Tableau
   • Evaluated sample data to gain insights on Covid infection & deaths using SQL on SSMS.
   • Created Visualizations and a Dashboard in Tableau to present the sample data.

Statistical Analysis using EXCEL
   • Evaluated sample data set using outlier analysis, boxplots, V-lookup, Chi-square, Normal and T-Distribution.