

# NAMAN KANWAR

## Data Analyst

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I am an experienced, self-driven, enthusiastic, and responsible Data Analyst & Key Accounts Manager with a passion for leveraging data and information to help organizations make better strategic decisions. I am a quick learner with an attitude to continually grow. I have worked with data in various shapes and forms through my varied experience to recognize patterns and trends and come up with data-driven decisions.

### SKILLS:

- |            |           |                      |                 |
|------------|-----------|----------------------|-----------------|
| • R        | • SQL     | • Python             | • MS Excel      |
| • Power BI | • Tableau | • Google Data Studio | • Google Sheets |

### CERTIFICATIONS/SPECIALIZATIONS:

- [Data Analytics Professional Certificate by Google](#)
- [Data Analytics Professional Certificate by IBM](#)
- [Data Analytics Professional Certificate by DataCamp](#)
- [Data Analysis and Visualization Foundations by IBM](#)

### EXPERIENCE:

***Project StepOne, Bangalore*** (<https://projectstepone.org>) ***April '20 – Present***

#### **Data Analyst, Volunteer**

A non-profit start-up collective of technology and healthcare professionals, volunteering for a mission to augment government resources with technology, people and processes to effectively fight against COVID.

- Designing, creating and maintaining an end-to-end process for doctor onboarding, verification, and team assignment data flow. Onboarded 12,000+ Doctor Volunteers across 21+ states, who have provided 8.5M+ free teleconsultations and counting to help governments tackle COVID-19.
- 50%+ of the total number of cases in Bangalore were addressed through Project StepOne.

***Laalsa Business Insights Pvt. Ltd. (YumzyX), Bangalore***

***February '20 – January '21***

#### **Data Analyst**

- Identified KPIs, set up tracking and created live dashboards to provide data-driven insights to the marketing team as well as the account management team for new user acquisition, user retention, customer engagement, restaurant supply and order growth across various territories.
- Instrumental in the improvement of App Install to Order conversion from 1% to 16% over a period of 1.5 months, resulting in month-on-month order growth of >30%.

***UberEats, Bangalore***

***January '19 – January '20***

#### **Team Lead – Account Management & Restaurant Operations**

- Led the Account Management team to achieve overall business growth for our restaurant partners on the online ordering platform. Achieved this by adopting a data-driven approach by setting up city-wide processes to track key performance indicators and actionable tasks.
- Managed a personal portfolio of ~100 Key Accounts as a Key Accounts Manager.
- Created live dashboards and end-to-end daily, weekly, monthly city-level reporting to track burn per trip, growth, hygiene, and progress of any ad-hoc or planned projects across the city.

**Zomato Media Pvt. Ltd., Bangalore****June '15 – April '18****Key Accounts Manager****Oct 2016 – Apr 2018**

- Involved in analyzing and designing processes for tracking the launch and scale-up of Zomato's in-house delivery fleet. Scaled up from 10% of the city's daily volumes being delivered by the in-house fleet to 85% in 6 months which resulted in 100%+ growth in order volumes.
- Analyzed city-level data using SQL, Excel/Sheets, Google Data Studio to identify trends and formulate action plans aligned to company goals.

**Account Manager****Feb 2016 – Oct 2016**

- Managed ~200 restaurants, growing their revenue and volumes by over 50% month on month.
- Led the Account Management team for long-tail growth. Delivered 80% month-on-month growth and reduced rejections by 50%.

**Senior Associate, Merchant Onboarding****Jun 2015 – Feb 2016**

- Led the team responsible for optimizing restaurant availability on the platform, ensuring a smooth experience for the restaurant and the end customer. Halved the entire city's unfulfilled orders.
- Onboarded, deployed and trained newly signed up restaurant partners on Zomato's platform.

**Eatsomnia, Bangalore****March '16 – January '17****Co-Founder**

A multi-cuisine night delivery only restaurant, where my primary responsibilities included –

- Infrastructure set-up: Identifying location to maximize delivery time, negotiating a lease, kitchen setup.
- Marketing: Branding, advertising via SMS, social media, attractive mid-week offers, website management.
- Staffing: Managed 7+ employees in the kitchen and 6+ delivery executives from diverse backgrounds.
- Procurement & Logistics: Managed and analyzed procurement & inventory of raw materials.
- Stakeholder & Risk management: Developed and maintained good relations with government officials & customers.

**IBM India Pvt. Ltd., Pune****June '12 – May '15****Associate Systems Engineer**

- Supported java-based vendor application and was responsible for analyzing, troubleshooting, developing and upgrading the application for our IBM US customer - Oncor Electric.
- This included monitoring the application as a support team member and reporting and resolving issues.

**EDUCATION:**

- Bachelors in Engineering from BMS College of Engineering (Vishveshvaraya Technological University), Bangalore – 2008 – 2012 - **8.35 CGPA**