

AJAYAN C

WFM - Asocciate

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Bangalore, India

Professional Summary

Detail-oriented MIS Associate with experience in creating automated reports, performance dashboards, and data management systems using Excel, Google Sheets, Python, and business intelligence tools. Proven track record of delivering accurate, timely, and actionable insights to drive operational performance and strategic decisions. Strong in automation and process optimization, reducing manual work and enhancing data reliability.

Core Competencies

- **MIS Reporting:** Daily/weekly/monthly reports on KPIs, productivity, performance, and trends.
- **Dashboard Development:** Dynamic dashboards using Excel, Power BI, Tableau, and Google Sheets.
- **Data Automation:** Scripting with Python, VBA, and Google Apps Script to automate data pulls, transformations, and report generation.
- **Data Analysis & Visualization:** Interpreting data to identify trends and generate insights for business decisions.
- **Stakeholder Communication:** Collaborating with cross-functional teams to define report requirements and ensure clarity in data presentation.

Professional Experience

IntouchCX – MIS & Reporting Analyst (WFM Team)

Bangalore, Dec 2020 – Nov 2024

- Created and maintained scheduled reports for operations, HR, and client teams with accurate SLA/KPI metrics.
- Designed interactive dashboards in Excel and Power BI for leadership visibility on performance and shrinkage.
- Automated data consolidation and report generation using Python and Google Apps Script, reducing turnaround time by 70%.
- Built audit logs, data validation tools, and real-time trackers to ensure data accuracy and compliance.
- Handled ad hoc data requests, trend analysis, and deep dives into team and site performance.

Sutherland – Senior Associate (Customer Support)

Kochi, Jun 2016 – Apr 2020

- Provided Tier 1 support for international clients, achieving high FCR and CSAT scores.
- Recognized for consistently exceeding quality and productivity targets.
- Actively collaborated with WFM teams to provide performance insights from ground level.

Projects

- Developed automated SLA & KPI dashboards using Excel and Power BI with drill-down and filtering capabilities.
- Created a Slack-integrated Python tool to publish live reports and alerts for threshold breaches.
- Automated manual reporting processes using Google Apps Script and VBA, minimizing errors and manual work.

Technical Skills

- **Tools:** Excel (Advanced), Google Sheets, Tableau, Power BI, Genesys, Zendesk, Salesforce
- **Scripting:** Python, VBA, Google Apps Script
- **Data Tools:** Power Query, PivotTables, Charts, Forms
- **OS/Environment:** Windows, Linux

EDUCATION

Kerla Bord of Higher Secondary Education 2013