

Detail-oriented professional with 2+ years of experience in mall management and guest relations, skilled in data analysis, reporting, and process improvement. Proficient in SQL, Python, Excel, Power BI, and Tableau, with hands-on experience in turning raw data into actionable insights. Seeking to leverage strong analytical and problem-solving skills to grow as a Data Analyst.

Experience

DLF Mall of India | Noida

03/2024– Current

Guest - Relationship executive

- Tracked and followed up on daily retailer and guest complaints to ensure timely resolution.
- Prepared, monitored, and analyzed weekly complaint reports, ensuring proper closure and trend identification.
- Conducted regular rounds of mall common areas to maintain aesthetic standards and overall look and feel.
- Carried out snagging inspections of common areas; created detailed PowerPoint presentations and coordinated with relevant departments to track issues until full resolution

Bharat Enterprises PVT. LTD | Gurugram

06/2022 – 03/2024

Assistance Merchant

- Coordinated material sourcing and supplier communication.
- Assisted in product development with design and production teams. Handled purchase orders and shipment tracking.
- Reviewed sales and inventory reports for merchandising decisions.
- Prepared line sheets, cost sheets, and samples for client meetings

Education

Chaudhary Charan Singh University, Meerut

- Bachelor of science | May 2019 - May 2022
- Diploma in Office Automation and Publishing | Jan 2022
- Intermediate | 2019
- High School | 2017
- Data Analytics course | 2025

Projects

- Supply Chain Analytics – Glamour Glow Cosmetics | Tableau
- Wellness Analytics – Vita Track | Power BI
- Amazon Sales Analysis | Python

Skills

- Guest Relations & Customer Service
- Complaint Resolution & Follow-Up
- Mall Operations & Facility Coordination
- Cross-Department Communication
- Report Preparation & Data Analysis
- Team Coordination & Multitasking
- Advanced Excel: VLOOKUP, Pivot Tables, Data Validation
- MS Office: Word, PowerPoint