



Mitul Shrivastava



Summary

EXCEL EXPERT with over 5+ years of experience in creating complex formulas, enhancing data reporting, and driving automation for businesses. Proficient in various Excel functions, such as SUMIFS, COUNTIFS, VLOOKUP, XLOOKUP. Proven track record of using subject matter expertise to improve data visualization and enhance business processes. Adept at delivering business solutions to improve data validation and visualization. Experienced managing and formatting datasets for use in numerous forecasts. Skilled with troubleshooting datasets and communicating fixes to co-workers. The Specialist who routinely applies problem-solving, logical, and technical skills in a variety of business and corporate environments. Able to work around servers to maintain efficiency and speed levels. Excellent at providing comprehensive operations and IT support as and when needed.

Seeking long-term position with a reputable company to provide skills creativity. Desire to join a fast-paced growing firm that offers a productive workplace to formulate strategies, initiate strategic alliances, and engage with stakeholders to have a smooth process flow in place.



Professional Experience

Business Analyst | Print Unlimited, India

Sept 23 – Present

- + Have worked closely with the production team and stakeholders to identify areas of improvement in the production process.
- + Have developed solutions to improve the production process and implement them.
- + Have analyzed business metrics, identified trends, and suggested recommendations to the management team.
- + Have identified areas for process improvement and recommended solutions to enhance operational efficiency and effectiveness.
- + Have worked closely with Project managers, developers, and testers to ensure successful project delivery.
- + Worked on setting up an in-house order management system inlining the entire production process.

Business Analyst | Group Bayport, India

(Former Name for Caterpillar Signs Pvt. Ltd., India)

Sept 21 – Sept 23

- + Responsible for company-wise creating and sharing detailed analytic reports to Customer Service, Pre-Production, Production, Finance & Accounting through mass consolidation of data mining and data manipulation required to query, cleanse, summarize, organize, analyze and disseminate significant

amounts of information with attention to detail and accuracy, to create and manage workflows at pre-production, production and customer service levels.

- + Presented, successfully implemented highest cost-saving business plan.
- + Collecting, understanding, and transmitting the business requirements for the project, and translating these into functional specifications and detailed test plans.
- + Creating and Documenting workflows and results of the business analysis performed.
- + Designing and detailing user scenarios as part of requirements to ensure that business requirements and functional specifications can be tested and fulfilled.
- + Understanding the long-term business objectives and suggesting strategies to meet those objectives; introducing innovation to Accelerated Development business processes.
- + Product Owner using Agile workflow for the Customization Team.
- + Identify process and system improvements to support organization requirements and best practice specifically but not exclusively relating to After Market Service and Customer Relationship Management.
- + Setup CAD Nesting workflow for reducing wastage of up to 5% per day; collaborate with Production Department to ensure proper printing/cutting, sorting, and finishing; collaborate with shipping department to ensure timely shipping.
- + Created a work allocation system for orders being received on an ecommerce portal, web distributions and email requests.

Customer Service Representative | Caterpillar Signs Pvt. Ltd., India

May 20 – Nov 21

- + Handled multiple tasks while solving customer queries in a timely manner with high customer satisfaction.
- + Responsible for all customer service aspects from receiving new orders for processing to ongoing customer service even after order has been shipped, including managing reprints on request. Occasionally performed image to color correction for supplied images to achieve customer-requested output optimization.
- + In Pre-Press terms, I verified customer-supplied files for compatibility with our internal workflow. Collaborate with customers to finalize compatible files.
- + Gained proficiency in Adobe software's like InDesign, Illustrator, and Photoshop; CAD software's such as Solidworks along-with CAD Automation Software such as Driveworks (Xpress and Pro versions); Nesting software's such as RADAN and SigmaNest. as well as Microsoft Office and file management systems.
- + Designed multiple forms and office procedures for the Customer Service Department.
- + Ensured complete customer satisfaction in every aspect of their experience with the firm, from initial greeting to final product fulfillment.
- + Managed the online ordering system for the multinational corporations and assisted all customers personally and professionally throughout the order process.
- + Calculating appropriate mark ups and discounts on product, outside service and shipping costs.
- + Worked closely with the Production Department as team player in Quality Control Program to ensure orders accuracy.

MIS Data Executive | FTC, India

Feb 19 – Apr 20

- + Trained and worked on various software programs within the company and did help increase the sales target achieved by team.
- + Create dynamic MIS reporting Excel Dashboards by using advanced excel skills to analyze the data, mine fruitful information and write a storyline about the highlights of the reports.
- + Executed record management and quality assurance providing attention to detail and dealing with confidential data.
- + Prepare/Design advanced PowerPoint presentations and present performance graphs to Senior Management.
- + Co-ordinated with the management on a regular basis to ensure uniform information was available across the team.
- + Have trained 3 assistants in record management to guarantee attention to detail and adherence to company policies.
- + Demonstrated ability to maintain strict levels of confidentiality in handling sensitive information.
- + Completion of all the reports with 100% quality on or before the due time.

Information Management Specialist / Account Manager |

COMMit DMCC, Dubai

Feb 18 – Dec 18

- + Supported multiple roll outs including MS Office Suite to O365, Windows 7, and Windows 10 applications.
- + Create, manage and run macros for various computer databases.
- + Respond and implement practical solutions from various divisions.
- + Manage good relationships with customers and solve their issues in a pleasant manner whenever required.
- + Interact and coordinate with the operations team and other staff members in other departments.
- + Providing daily reports, weekly report and monthly reports.
- + Entrusted with management of critical & sensitive confidential data.
- + Compile and generate spreadsheets capturing key data related to company's active contracts.
- + Create pivot tables and modify spreadsheets to help achieve analytical goals.
- + Manage spreadsheets and maintain data currency to ensure accurate data availability for managers and decision-makers.
- + Assess IT system configurations and customer systems in conjunction with technical aspects.
- + Develop and implement standard operating procedures to bridge data gaps and resolve related issues.

Business Analyst | ANEV General Trading Company LLC, Dubai

(Branch of FTC, India)

Feb 17 – Feb 18

- + Primarily participated in project-driven activities to capture business needs, processes, requirements, use cases, project plans, and related documentation and specifications.
- + Compiling and analyzing sales figures. Dealing with major customer accounts which includes KHALIS PERFUMES; SAPIL; SWISS ARABIAN etc.
- + Maintaining accurate records of all pricing and activity reports.
- + Manage good relationship and solve conflicts with clients in a pleasant manner.

- + Imported and exported data from text files, saved queries, or databases; used automatic outlining, inserted subtotals, created advanced filters, and used database functions.
- + Created pivot tables and charts using worksheet data and external resources, modified pivot tables, sorted items and group data, and refreshed and formatted pivot tables.
- + Interact and coordinate with the operations team and other staff members in other departments working on the same account.
- + Providing daily reports, weekly report and monthly report of visited customers.

Enterprise Analyst Executive | FTC, India

June 15 – Jan 17

- + Writing reports, making presentations to customers, and even presenting those to the management.
- + Forecasting sales targets to identifying new methods and opportunities for sales campaigns and making sure they are met.
- + Compiling and analyzing sales figures. Dealing with major customer accounts which includes Photo Orange; PLEZAR Color Lab; SMART Digitals; SUN Photo Group etc.
- + Sorted rate card data into Excel to facilitate management and exporting.
- + Cleaned old financial data and uploaded required data into new financial systems.
- + Created management reports in Excel that became the company standard for recording financial information.
- + Developed spreadsheets that redefined how company reconciled balance sheets on monthly and annual basis.
- + Compared data with source documents and re-entered data in verification format to detect errors.

Technical Recruiter | KTRIAN Solutions, India

Nov 13 – Dec 14

- + Handling a team of 10 members.
- + Creating an inspiring team environment with an open communication culture.
- + Setting clear goals, delegating tasks, and setting deadlines for our internal team.
- + Oversee day-to-day operations and Monitor team performance and reports.
- + Motivate team members, discover training needs, and provide coaching.
- + Listen to team members' feedback and resolve any issues or conflicts.
- + Suggest and organize team-building activities.
- + Sourcing and attracting candidates by using databases, social media etc.
- + Conducting interviews and filtering candidates for open positions.
- + Develop and update job descriptions and job specifications.
- + Act as a point of contact and build influential candidate relationships during the selection process.
- + Assess applicants' relevant knowledge, skills, soft skills, experience, and aptitudes.



Skills

- + Proficient in MS Office Suite along-with Adobe applications.
- + Sound knowledge of the work environment that I need to evolve in.
- + Preparing and maintaining reporting databases using various Excel techniques.
- + Excellent oral and written communications skills.
- + Fluent speech when delivering presentations to companies.
- + Capable of leading a group of people on any project.
- + Excellent creativity while keeping industry standards in mind.

- + Great attention to detail leads to high quality products and ideas.
- + Eloquent with all the Computing concepts regardless of any system requirements.
- + Can work independently and as well as in a team environment.



IT Skills

Microsoft Excel | Advanced Excel | Excel Power Query | Excel Power Fx Language | XLOOKUP | VLOOKUP | HLOOKUP | INDEX/MATCH | PIVOT TABLES | FLOW AUTOMATION(S) across applications | MACROS | VBA/HTML CODING | ADVANCED DYNAMIC REPORTING | ADVANCED DYNAMIC DASHBOARDS | DYNAMIC ARRAYS | POWER BI | Design/Create/Manage Forms | Database Management | Sales business planning/Target Setting | Process Improvement | Quality Assurance | Time Management | Project Management | Data Analysis | Business Modelling/Projection | SQL Database | CAD Software | Solidworks | Driveworks | Nesting | RADAN



Education

Bachelor of Commerce (June 2015) | C.V. Raman University | First Division
Microsoft Certified Office Expert | Microsoft Academy | Washington (Remote)
HP Software's Trainer | HP Center of Excellence | Singapore (with FTC, India)



Personal Info

Name - Mitul Shrivastava
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