**Pooja Dalal – Analytics Manager – WaghBakri Tea Group, Ahmedabad**

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**Qualification** –

* B. Com from Gujarat University.
* MBA in HR from Symbiosis.
* EMBA (Corresponding) Venkateshwara Open University (Business Analytics & Business Intelligence)
* PGDBA in International Business Management from AMA-California State University

**Career Synopsis –**

* **14 Years’ experience in HealthCare, Retail, IT and FMCG companies**
* **5 years of experience in IT company where worked as a Business Analyst and Offshore Operation**
* **5 years of experience in Retail company where worked as Business Analyst and CRM**
* **4 years of experience in Health Care where worked in Liaison, Operations, Business Review, Sales & Marketing**

**Skills – Operation Management, Data Analysis, Business Analysis, Client Success Management, Project Management & Software Delivery**

**Analytics Manager – MIS and Analytics Department at WaghBakri Tea Group Apr’19 to Present**

* Heading the MIS and Analytics department with different department’s dedicated MIS Executives and BI Developer
* Role objective is to interpret the data and develop business insights to support the management strategy
* Work closely with the team of MIS executives who perform on excels and access and deliver daily reports to business
* Work with the team of BI developers to establish reports in Application which can be useful for the Management Team, MIS executives and Business Users.
* Perform an analysis on competitor’s data create weekly analysis report in PDF summary for the Directors only
* Identify huge volume of the database, work with Developers team to create a bridge from different kind of application (MySql to BI, Oracle to BI, POS to BI, etc.)
* Locate and define new process improvements in software or application, meet vendors and work on quotation to build in company premises

**Operation Manager – Offshore Services at Kloud Script Inc. (Kyte Tech Consulting LLP)**

**May’2015 to March’2019 (US Shift)**

* Hire and develop individuals with skill-sets needed to cost-effectively fulfil functional needs Streamline processes, coordinating the technical enhancement, creating strong analytics database and reporting for client
* Play a significant role in long term planning, including an initiative geared towards operational excellence
* Evaluating developed technology, testing on different servers, creating webinars for client and coordinating training
* Ensure client’s SLA is met including service delivery, timely report and quality control.
* Ensure effective communication with the client on project & the issue faced by the client is resolved.
* Develop strong relationships and channels of communication with the company Executive Team, US Management Team and Key Team Members of Various Functional areas
* Develop strong communication and management skills to lead teams. Develop solid understanding of organization’s offshore team expectations and deliverables and execute and implement them in India
* Build a positive team environment for the offshore team, serve as a leader and a single point of contact with the US business stakeholders to ensure Offshore Business processes are completed with quality and reliability.
* Conduct appraisal and review of the Asst. Managers, team leaders and executives.

2016 – Jan to July **Manager - Client Operations at** Kloud Script Inc. (Kyte Tech Consulting LLP)

* Manage team of pharmacist and clinical writer for getting claim successfully done at the insurance. Train team members for the outsource process of medical and pharmacy billing with insurance companies
* Hire, Train, Develop, Manage, and Supervise Offshore Hub Team
* Working with sales and marketing team to implementation business process on new clients and deliver their marketing material for advertisement and medical calls
* Develop Standard Operating Procedures and writing business requirement document to share understanding with technical
* Manage required deliverable and sharing training for project changes and deployed changes in the software
* Develop expertise in functional areas of the business that are applicable to the offshore business process management, specialty pharmacy, and the US market opportunity for the organization.
* Focus on learning the needs of the HUB team and take initiative in prioritizing their needs without US team's demands in Product Management.
* Monitor complete functions of software development, client requirements, employees training in new deployment, data analysis, strategic planning, raising proper requirement and solution

2015 – May to Dec **Asst. Manager – Business Analyst at** Kloud Script Inc. (Kyte Tech Consulting LLP)

* As a lead Business Analyst, responsible for supporting activities associated with reporting and quality assurance of data in the technology development, implementation, and operational analysis.
* Monitoring and implementing the work of data analyst & support a wide range of projects and requirements, including report processing, data analysis, quality checking the data through generation of various reports, and working with clients to rectify data discrepancies and missing data in the operational processes.
* Serving as the business liaison to the tech development team for all report related issues and enhancements.
* Delivering business cases to schedule and develop reports using inputs from all functional areas of the company such as finance, operations, clinical, pharmacy services, etc.
* Support to customers with the use of inbuilt software in line with reporting processes that create efficiencies.
* Consult with business and IT personnel elicit business, functional and non-functional requirements for specified reports. Define, validate, test, deliver and train on reports solutions that meet business needs, goals and budget.
* Tracks and fully documents change for business and functional specifications as per change control processes.

2010 June - 2015 May **Asst. Manager – Business Services at Future Group (Nufuture Digital India Ltd.)**

* Preparing analytics dashboard in software with continuous coordination to technical designer team for retail store’s shrinkage, sales, inventory hygiene, accuracy, process etc.
* Training for business analytics team of dashboard and roll out for all concept retail stores with prior pilot and various team’s consent
* **Type of Reports developed and rolled out-**
* Being Business analyst creating Inventories movement analysis (ABC analysis) to classify the stock on basis of ageing and sale period

Root cause analysis report for the high shrinkage store and high DAD store by doing store visit, checking of data hygiene and operation audit

* MBQ Analysis report, checking of Maximum base city of SKU and set target stock and finalize the reordering process
* MRP and Cost price analysis by checking of category wise set margin on zone level
* Manual punch analysis through SAP log, by analysing cashier detail of retail stores
* Action taken report analysis, where analysis report circulation, follow-ups, implementation and improvisation of recommendations
* Procurement and inbound analysis of inventory to control price variations in PO/STO o Abnormal figure analysis of retail store / warehouse and provide solution and actionable

**Project Co-ordination-**

* Creating documentation for requirement and projection with analytics, technical and design team
* Writing data mapping to collecting tables from SAP, Sales Software (POS) and Inventory Software
* Helping store retail staff to getting reports from different software and training of an analytics report before implementation
* Planning budget with inventory audit management for auditing and developing new changes in technology
* Implementing changes among the inventory team, giving solution on a timely basis to the customers query
* Scheduling dates of stock take by confirming with various departments and top management
* Retail store or warehouse operation parameter checking & preparing a decision-making report from ratings

2010 June - 2012 May **Customer Relationship & Management Reporting-**

* Preparation of service level agreement with client/business and circulate monthly basis. Discuss and get approved changes of the SLA from client as well as own management and team member
* Management Reviews in presentation format with business in every quarter as per agreed timelines and provide decision making data
* Third Party/Vendor management – as a business consultant helping third party client for inventory audit and shrinkage report understanding, monthly dashboard, summary, MIS, atomization of inventory dashboard.

**Profile: Stock Analyst –**

* Maintaining MIS reports of Inventory for BIG BAZAAR, FOOD BAZAAR, PANTALOONS, HOMETOWN, and CENTRAL etc.
* Preparation of merchandising and operational reports, carry out inventory checks, conducting Perpetual inventory for high value items and supervise inventory control and merchandising functions.
* Finalise day wise schedule, and upload stock count data in SAP.
* Generate store inventory report and circulate to concern zone and service and post book stock in SAP which impact on organization’s profit and loss sheet.

2008 Sept – 2010 May **Executive – Outsource Operation at Invida India Pvt. Ltd.**

* Started as Medical representative and promoted in Operation
* Maintaining MIS reports of Pharma products, stockist, field staff (Medical Representative), daily Dr. Calls, stockiest call done by MR
* Order monitoring from Stockiest to depot booked by Medical Representatives

Maintaining data of stockiest wise sales and analyse trends and present to sales head

* Train new manpower for reporting system software of daily basis call reports and sales
* Providing gift products, samples and promotional material on regular basis
* Planning, Scheduling Support the Operations team in MIS and Analytics, analyse trends and daily MIS to Track Leakages in the System

2007 Apr – 2008 Aug **Officer – Laison at Zydus Cadila Healthcare Ltd**

* Preparing and applying for manufacturing license and product permissions under different forms as per norms of Food & Drug Control Dept. (FDCA) Gandhinagar
* Follow-up with FDCA office and coordination with internal department for changes and requirements
* Maintaining MIS tracker and publish every month to Unit Head

* Date of Birth : 19th May 1986
* Language Known : English, Hindi, Gujarati
* Location Preference : Ahmedabad