

Shakti Singh

DATA ANALYST – BUSINESS EXCELLENCE

9 +

YEARS EXPERIENCE

Contact

+91 995 561 6115

shaktisingh.ibm@gmail.com

Social Profile

<https://www.linkedin.com/in/shaktish9045/>

I'm an experienced Professional with more than 2 years of experience in Travel Industry, 4 Years in BPO/KPO & 1.5 Years in Accounts. I carry a strong suite of diverse experience and knowledge accompanied by strong leadership, communication and candor. I have strong focus on dedication towards securing the deal by understanding the client need and rendering the services to meet the satisfaction level. I want to mentor enthusiasts for the betterment of the organization.

Professional Summary



March, 2018 to present

Worldwide DMC. Ltd.(UK), Ahmedabad, India

Data Analyst – Business Excellence

- Lead the continuous improvement process with respect to cost, quality and productivity throughout the entire value chain to increase customer satisfaction and reduce operating cost
- Maintaining Sales & Promotion for Company. Handling Back Office & Operations tasks for the Company. Training new staff. Having a flexible approach to sharing product cost with relevant division. Responsible for product training. Interpreting data, analyzing result using statistical techniques. Developing and implementing data analysis, data collection system, and other strategies that optimize statistical efficiency and quality. Acquiring data from primary and secondary sources and maintaining database. Work with higher management to prioritize business information needs. Locate and define new process improvement opportunities.
- Team Management by creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members, leading & monitoring the performance of the team members to ensure efficiency in process operations and meeting of individual & group targets.
- Handling feedback and complaint in a professional manner, optimizing tour handling and other administrative procedures, assisting in new product development.



April, 2017 to February, 2018

Hindustan Tours & Travels, Ahmedabad, India

Manager, Operations

- Operations Management for FIT & Group enquiries by being the main contact person between the agent & the company, converting personal travel needs into tailor made travel proposals, ensuring all necessary steps are being taken from the inquiry, booking, and execution to evaluation of the tour.
- Market Research for the new market, involved in SEO for branding, promotion, marketing & business planning. Researching new technologies and alternative methods of efficiency. Setting and reviewing budgets and managing cost



May, 2015 to March, 2017

Vodafone Shared Services (I) Ltd, Ahmedabad, India

Process Quality Auditor – Bulk & Recon

- Support every aspect of internal audit quality system program from audit planning, implementation, feedback and re-audit as required.
- Develop training modules for various data quality process sections.
- Identify areas requiring training and ensure gaps are completely filled within given time frame.
- Collaborate with supervisors for performance enhancement of least performing personnel.
- Identify, estimate and correct deviations and defects in quality system process.
- Configure management required audits and perform customer staging.
- Inspect, monitor record and report quality data for service and incoming Inspection activities to assist in operations.
- Perform to direct by cognizant Quality management and Causes.
- Ensure project assignments, specification and job drawings are complying with specifications and provide accurate documents.
- Prepare list of deviations for correction and verify corrections as per established company standards.
- Enhance quality across organization and provide stable performance to customers



Feb, 2013 to April, 2015

Tata Consultancy Services, Gandhinagar, India Process Coordinator – AGL (Australia)

- Coordinates day-to-day execution of the process
- Identifying and implementing changes to the process
- Identifying exceptions and deviations, as well as management of these situations
- communicating new and changed policies
- Ensuring the standards and procedures are being followed
- Identifying and implementing process improvement
- Creating, analyzing and distributing process reports
- Act as focal point for process; communicate with clients, service providers, and management
- Facilitate resolution of issues with items not complying with the process
- Following defined escalation path when needed, as defined in the escalation policy
- Notifying the participants in the process when standards and procedures are not being followed
- Performing day to day process administration
- Ensure completeness and integrity of information collected to conduct daily operations
- Establishment of measurements and targets to improve process effectiveness and efficiency
- Responsible for evaluating the performance of the process
- Defines those parts of the Process Framework not defined by the Process Owner



Jan, 2011 to January, 2013

Executive - Accounts, Bhagalpur, India Neutral Publishing House Ltd.

- Preparation of monthly financial reports: Reconcile bank statements, Prepare and post monthly journals, Preparation to trial balance stage of Statement of Income and Expenditure and Financial Position, Assist in the preparation of Management Report as required, Distribute relevant reports to staff and Governance
- Accounts Receivable; administer the accounts payable function and maintain appropriate records, Check to ensure online bank account numbers of suppliers are set up accurately and all payments are properly authorized.
- Expense Claims; Process staff expense claims, ensure the claims are properly authorized

Academic Summary

Sept, 2008 to Oct, 2010

Master's in Business Administration (MBA)

INTECH institute of Business Management, Bangalore,

July, 2005 to Aug, 2008

Bachelor in Commerce(B.Com.)

Tilkamanjhi Bhagalpur University, Bhagalpur,

Bihar Jun, 2005

Higher secondary

Bihar Intermediate Education Council, Patna,

Bihar April, 2003

Matriculation

Bihar Secondary Examination Board, Patna, Bihar

Professional Certifications

Destination Specialist Courses
from respective Tourism Boards

2019

Macao Specialist Programme

2018

Switzerland Specialist

2018

Ireland Specialist

2018

BritAgent Specialist

Analytical Courses from Google

2019

Introduction to Data Studio

2018

Google Analytics for Power Users

Advanced Google Analytics

Google Tag Manager

Fundamentals

Getting Started With Google

Analytics 360

E-commerce Analytics: From Data
To Decisions

The Fundamentals of Digital
Marketing

Analytical Courses for Quality And Process Improvement

2015

Lean Six Sigma Green Belt from Tata
Consultancy Services

2019

Cloud Professional by Google Cloud and
Frost & Sullivan

Computer Courses

2007

Advance Diploma in Computer
Application - OCSM

Professional skills

- Ability to work efficiently under Pressure
 - Effective leadership skills
 - Well-organized, with great time management skills
 - Excellent interpersonal and Communication skills
 - Thirst for adventure and challenge
 - Ability to go the extra mile
 - Outgoing and friendly personality
 - Good writing and documentation Skills
-

Functional Skills

- Good knowledge of Management & Leadership
 - Efficient in working with SAP & ERP.
 - Ability to manage travel plans and organize tasks effectively
 - Proficient computer knowledge including Windows OS, MS-DOS, MS-Office, Internet
 - Enhanced knowledge of Data Mining, Data Analysis, Market Research & Project handling
-

Projects Accomplished

Worldwide DMC – 2019

Successfully completed project at Worldwide DMC: “Developing Online tool for creating Itinerary & Quote to help Tour Operators & DMC’s close more sales

Vodafone – 2016

Successfully completed project at Vodafone: “Process enhancement by developing Excel Macro Tool to measure customer’s satisfaction survey report

Tata Consultancy Service – 2015

Successfully completed project at TCS: ‘Time saving by eliminating redundant work-flow’

Personal Details

Date of Birth

Feb 09, 1989

Current Location

Ahmedabad, India

Passport No

P1047956
