Bhupendra Singh

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | |  | Ahmedabad, GJ, 380058 |  |  |  | | --- | --- | |  | 756 786 0668 |  |  |  | | --- | --- | |  | singhbhupendra0911@gmail.com | |  |

Good at Reporting, Analytics and SharePoint Application Development with 5+ years of rich experience in creating compelling reports and dashboard using advanced DAX. Currently pursuing online certification course of Data Scientist. Looking to work with an esteemed organization that gives me an opportunity to utilize my existing analytical skills and help make better business decisions.

|  |  |
| --- | --- |
|  | **Skills** |

MS Excel 

Very Good

Microsoft Power BI 

Good

Microsoft Power Apps 

Very Good

Microsoft Infopath 

Very Good

Microsoft Access 

Good

Excel VBA 

Good

Python 

Average

MySQL 

Average

|  |  |
| --- | --- |
|  | **Work History** |

|  |  |
| --- | --- |
| 2020-06 – Current  2019-01 – 2020-06 | **Manager**  *Vodafone Shared Services India, Ahmedabad, Gujarat*  Power BI Dashboard Development & Data Analysis:   * Responsible for creating Interactive and insightful Dashboards on Power BI for Operations to make decisions on the basis of the team performance * Import data from My SQL,Excel, csv, MS Access to Power BI to generate reports. * Create DAX Queries to generated computed columns in Power BI. * Generate computed tables in Power BI by using DAX. * Creating Database objects – tables, views, functions and developing procedures for implementing application functionality at the database side for performance improvement. * Involved in creating new stored procedures and optimizing existing queries and stored procedure * Implementing Drill Through & Hyperlinks in Power BI report. * Adding the feeds and Scheduling the jobs * Responsible for creating business insights using the regressions to forecast data in excel   \*Pursuing online course for Data Scientist to enhance analytical skills  **Deputy Manager**  *Vodafone Shared Services India, Ahmedabad, Gujarat* Team Management:   * Managed MIS Team, team was responsible for sharing timely reports to operations * Responsible for helping Operations to meet their reporting needs   Power BI Dashboard Development:   * Responsible for creating Interactive and insightful Dashboards on Power BI for Operations to make decisions on the basis of the team performance   Application Development Using Inforpath & Power Apps:   * Responsible for creating Applications and forms on SharePoint using Power Apps and Infopath * Responsible for Identifying Automation opportunities and to develop applications to eliminate the manual data collation * Boosted efficiency of WFM team by creating Attendance Management Application to capture real time Attendance * Eliminated functional bottlenecks between Quality and Operations by creating multiple Audit forms for better clarity and transparency * Created multiple Tablet and Mobile applications on Microsoft Power Apps to provide flexibility and better data management * Developed Application for budget tracking and management for Finance Team have a better clarity and Expenditure * Created Early Warning system for Human Resources Team to manage the probable Attrition cases effectively   Process Automation Using VBA:   * Responsible for Automation of Excel Based reports * Eliminated manual intervention from multiple daily reports by automating them using VBA * Scheduled many daily reports using VB Script to avoid delay and chances of human error * Identified and Automated multiple excel based tasks and reports to save time for respective teams |

|  |  |
| --- | --- |
| 2015-03 - 2019-12 | **Assistant Manager**  *Vodafone Shared Services India, Ahmedabad, Gujarat*   * Responsible for creating performance dashboard templates for reporting team to input data and analyze performance for process * Receiving and downloading data from different - different sources**,** Cleaning and formatting data using by Excel * Cleaning and collating data of 3 LOBs agents on daily basis. Sharing all data disposition with higher management and UK Team * Creating and updating agents' **productivity report** in Dashboard and Share **MI Dashboard** to the higher management and UK Team * Handling multiple reports, working with **formulae**, **pivot tables** & **pivot charts**, and various other excel sheet components for accurate data * Extracting report from monthly data for agent productivity report on daily basis sharing MIS to the management |

|  |  |
| --- | --- |
| 2011-05 - 2015-03 | **Senior Executive**  *Vodafone Shared Services India, Ahmedabad, Gujarat*   * Updating **Data Tracker and MIS Dashboard** on daily, weekly & Monthly basis * Creating Agent reports break and log in / log out report * Interacting with agents for queries and errors regarding tracker and general issues * Updating attendance dashboard and sending the agents allocating report Management * Ensure deliverable (**Daily, Weekly & Monthly MIS Reports & Dashboard**) are prepared to satisfy the project requirements cost and schedule * Keep the track of pending cases to avoid SLA impact, sharing issues and status with management * Track of AHT on daily basis and report to higher management * Making Advanced presentation in MS PowerPoint to present MIS & other related important reports |

|  |  |
| --- | --- |
| 2007-12 - 2011-05 | **Process Developer**  *Genpact India, Jaipur, Rajasthan*   * Worked as a Process Developer for a Credit card process of National Australia Bank * Was responsible for work allocation, and processing of Credit Card Applications for the customers and to call the Australian Customers in case of missing information |

|  |  |
| --- | --- |
|  | **Education** |

|  |  |
| --- | --- |
| 2003-04 - 2005-03 | Bachelor of Science: Mathematics  *Maharshi Dayanand University Ajmer - Kishangarh* |

|  |  |
| --- | --- |
|  | **Certifications** |

|  |  |
| --- | --- |
| 2014-05 | ASP.NET |

|  |  |
| --- | --- |
| 2009-05 | Lean Certificate |

|  |  |
| --- | --- |
| 2020-01 | Microsoft Flow |

|  |  |
| --- | --- |
| 2020-04 | Mobilizing Workflows with PowerApps |