

Rizwan khan

Analytics Manager | Rizzwankhan@gmail.com | +966-568395886

SUMMARY

I have 10+ years of experience in understanding and managing client expectations. Coordinating with customers and identifying solutions to their queries for improving functionality and delivery service quality. Having extensive knowledge of consulting, reporting analytics, developing customized dashboards using VBA/Macros and a hands-on experience with applications like Teradata, SQL, Tableau, Python, Power BI.

TOTAL WORK EXPERIENCE (9.6 YEARS)

✚ **AYM Commerce: Riyadh, KSA** [Analytics Manager] (Business Analytics – 15 Months) | Currently Working

Roles and Responsibilities: Telecom & Loyalty Analytics:

- Work closely with Clients' & stakeholders to gather requirements & take action on their unmet needs.
- Oversee the design and delivery of dashboards and insights that analyze key KPIs.
- Manage and optimize processes for data intake, validation, mining and engineering
- Perform exploratory analysis on large sets of data to extract actionable insights that help drive Engagement performance using predictive modelling / machine learning libraries (Python).
- Create both ad hoc and recurring data pulls at the request of management or business line partners.
- Communicating / Presenting data-driven insights and recommendations to key stakeholders.
- Managing CVM campaigns & performing post campaign analysis by using A/B testing.
- Optimizing & Automating mundane tasks. Instilling best practices at work.

✚ **Fractal Analytics Ltd: Mumbai, India** [Senior Consultant] (Business Analytics – 4.5 years)

Roles and Responsibilities: CPG, Telecom & Loyalty Analytics: (6 Months on-site experience in Riyadh)

- Liaising with Clients' to determine and transform their business needs into BI/Analytics solutions.
- Leading the development and delivery of the BI/Analytics solutions and connect with Sponsors at important project milestones to discuss success and opportunities for delivering optimized solution.
- Create both ad hoc and recurring data pulls at the request of management or business line partners.
- Extracting data from multiple sources (SQL, Nielsen, SAP etc.) Integrating multiple data sources to create one single data warehouse/data mart and leveraging those benchmarks for further analysis.
- Data mining, generating insights, monitoring trends & reporting them in visually compelling and interactive dashboards.
- Locate and define new process improvement opportunities.
- Managed a team of 7 people including Junior consultants and developers.

✚ **IMS Health: Bangalore, India** [Associate Consultant] (Business Analytics – 3.1 years)

Roles and Responsibilities: Healthcare Analytics:

- Designed, developed, automated and produced reports to monitor Clients' products performance using various key metrics.
- Telephonic interactions with stakeholders from Belgium, Saudi Arabia, UK & US.
- Knowledge on different Databases like - Sales, Prescription & Promotional.
- Mentoring freshers' & making them understand the report updating process.
- Visualization of competitor data with innovative metrics and charts to drive business recommendations.
- Collect, Compare and Analyze product performances in EMEA and US.

✚ **Novo Nordisk: Bangalore, India** [Hospital Executive] (Pharmaceutical Sales – 1 year)

Roles and Responsibilities:

Direct Sales:

- Business planning.
- SRP Spotting right prescribers/customers.
- Communication on concepts.
- Dealing with complaints, suggestions and escalate those that need special or further attention to Manager/Head office.
- Maintained an extensive knowledge of competitors, their offerings and their presence in assigned territory.

Customer Relationship:

- Establishing and maintaining good relationship with the customer by taking quick actions on their feedback.
- Conducting continuous medical education (CME's) for high profile doctors/customers.

ACADEMIC & PROFESSIONAL ACHIEVEMENTS

- ❖ '**Client First**' award from Philips Client (*Fractal*)
- ❖ Star award of the Quarter (*Fractal*)
- ❖ I was awarded in IMS for '**Operational Excellence**'. (*IMS Health*)
- ❖ I was awarded in IMS for '**Positive Energy**' in the Team. (*IMS Health*)
- ❖ A gift from Client (UCB) for '**Over and above**' delivery of numerous projects. (*IMS Health*)
- ❖ Multiple appreciation mails in 3 years from the business stake holders. (*IMS Health*)
- ❖ Topper in iACE training of Novo Nordisk. (*Novo Nordisk*)
- ❖ I was awarded Medal & a Distinction certificate during my Masters.

TECHNICAL SKILLS

• Understanding of Business Analytics

- Data-driven Strategy, Trend analysis, Customer segmentation, Project management, Prioritizing & analyzing data according to the business needs and its presentation in meaningful way.

• Advanced Excel

- Pivot tables, Slicers, Lookups, Functions, Conditional formatting, creation of complex dashboards using advanced excel formulae's like Sumifs, Countifs, Offset, Rank, Array formulas, Nested IF, Calculation of Market Share & Growth at different subtotal levels, dependent dropdown list, dependent suggestion boxes, dynamic charts & named ranges.

• VBA (Visual Basic for Applications)

- Form controls, Active x controls, User defined Functions, Automation of weekly & monthly processes, Dashboarding, Project Optimization, Streamlining the Process.

• SQL

- Well versed with SQL – DDL, DML, DQL, DCL, TCL.

• Tableau 2019.1

- Dashboard designing, groups, sets, conditional statements, calculated field, filters & more.

• Python 3.6

- Hands on experience with libraries like - Numpy, Pandas, XLRD, Scikit-Learn(basics)
- Machine Learning Algorithms - Predictive modelling using structured data. (Regression, PCA, XG Boost)
- Web Automation using Python Selenium library

AREA OF INTEREST & EXPERTISE

- Automation
- Team Management
- Machine Learning – Predictive modelling
- Consulting & Business Development
- Customer satisfaction
- Reporting analytics
- Creating interactive dashboards

VISA DETAILS

- US-B1 Multiple entry visa valid till 2025.
- Work Visa - Iqama (Saudi Residency).

EDUCATIONAL QUALIFICATIONS

YEAR	DEGREE	INSTITUTE	BOARD / UNIV.	RESULTS
2009	Master's in pharmacy (<i>Pharmacology</i>)	PES College of Pharmacy (Bangalore)	RGUHS	76%