



# JYOTHI CHAVAN

## Sr. Business Intelligence & Analytics

### CONTACT ME

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### EDUCATION

**M.V.J College of Engineering**  
Electronic and Communication  
Engineering  
2012-2016

### SKILLS

- Requirement Gathering
- Data Analytics
- Business Intelligence
- Reports
- Google Analytics
- MIS
- Business Analysis
- Lead Management
- Business Forecast
- Market Trend Analysis

### ABOUT ME

Detail-oriented data analyst with a strong foundation in extracting insights from complex datasets to support business strategy and enhance decision-making. Proficient in graphical data presentation and SWOT analysis, with a proven ability to collaborate with senior leadership to drive an impactful, data-driven solutions. Eager to apply analytical skills in a dynamic environment to facilitate organizational growth and innovation.

### WORK EXPERIENCE

**DS-MAX properties Pvt Ltd** Nov 2023 – June 2025  
Sr Business Intelligence & Analytics

- Providing critical Data insights based on the reports to the management to take critical decisions.
- Analyzing daily, weekly and monthly data and delivering key insights to top management regarding overall lead performance, site visits, and booking trends.
- Collaborating with the Digital Marketing team to assess campaign performance and deliver actionable insights for optimization to improve overall results.

**Property First Realty LLP** February 2023 – July 2023  
Lead Manager and Trainer

- Led and trained a team on Salesforce software, focusing on lead data analysis, source management, and providing strategic insights to management.
- Guided the team on lead nurturing strategies, enhancing qualification scores, and ultimately boosting site visits and bookings.
- Analyzed daily, weekly, and monthly data to provide top management with key insights on lead performance, site visits, and booking trends.

- Business Intelligence
- Leadership
- Strategic Inputs
- Ground Data Analytics
- Presentation Skills
- Training & Upskilling
- ERP Implementation
- Change Management

## TOOLS

- Microsoft Excel (Advanced)
- Power BI
- Google Ads and Analytics
- Meta Ads
- Strategic ERP
- Sales Force
- Zoho
- Tableau
- Looker Studio

## CERTIFICATIONS

- Fundamentals of digital marketing – Google
- Data Visualisation with Tableau by Simplilearn
- Looker Studio by Great learning
- Data Visualisation with Power BI by Great Learning

## Mobisy Technology

**Nov 2021 – Dec 2022**

Assistant Delight Executive

- Contributed to key projects for prominent clients, including Piramal Private Limited, Godrej Consumer Private Limited Nepal, and Colgate Nepal.
- Led a team of five in utilizing advanced Excel functions to manage data, generate reports, and streamline workflows, ensuring efficient task execution and team performance.
- Interacted directly with clients via email and phone to resolve issues efficiently, facilitating meetings and providing clarifications to ensure prompt resolution of tickets.

## Flipkart Internet Pvt Ltd.

**May 2019 – Oct 2021**

Sr. Social Media Escalation Executive & Trainer

- Addressed customer queries related to products, financial transactions, and legal matters, followed up on collections for timely payments, and assisted callers to ensure they received services on time. Managed customer complaints and requests efficiently by working in both the Escalation and FRM Teams, providing favorable resolutions for genuine cases, closing repetitive issues according to process, and verifying and whitelisting genuine customers while maintaining blacklisted accounts for others. Conducted training for new joiners on processes and procedures, evaluated their progress, reported results to the manager, and provided an additional 7-day training for those who did not qualify, ensuring they were equipped to handle customer calls effectively.

## No-Broker Technologies

**May 2018 – Mar 2019**

Customer support associate

- Collected details of new properties from customers and updated listings on the website, managing property listings for rental, resale, and lease opportunities.
- Interacted with builders to negotiate property deals, coordinated meetings to explain the organization's processes, and uploaded the listings to the website.

## DECLARATION

I, Jyothi Chavan, hereby declare that the information provided in this resume is true and accurate to the best of my knowledge.