

# Varshni Ramdhani

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## PROFESSIONAL SUMMARY

Motivated, team-oriented, and data-driven professional with 7+ years of experience interpreting and analyzing data in the sales, finance, and retail sectors. Superior understanding of business operations and analytical tools for effective analyses of data. Strongly passionate about discovering and implementing efficiencies to drive successful business solutions.

## SKILLS

- SQL, Tableau, Excel, Python, PostgreSQL
- Information Technology, Cyber Security, Google Analytics

## RELEVANT PROFESSIONAL EXPERIENCE

**Data Quality Analyst (RFL: Reduction in Force)** 02/2022 – 06/2022  
Ocrolos New York, NY

- Improved accuracy of financial documents by over 15% across multiple company verticals, by collating and analyzing documents.
- Reduced expenses by 10% through analyzing application access paths, transaction rates & data volumes to determine the optimal physical database structure & indexes for stakeholders
- Investigated and corrected inconsistencies found in data from over 200 documents daily provided by team leaders

**Customer Service Manager** 07/2021 – 02/2022  
V-lonne Window Fashions Lynbrook, NY

- Led a multi-line B2B phone service department that efficiently resolved issues and ensured the highest level of customer satisfaction
- Collaborated with large retail partners, such as The Home Depot, to import data and improve information flow
- Streamlined daily schedules for installers to improve efficiency by 15-20% of the consultation, measuring and installation workflow

**Head of Sales & Distribution** 10/2014 – 07/2018  
Interfarm N.V. Paramaribo, Suriname

- Launched a sustainable sales model to consistently deliver 25% YoY company growth
- Accelerated B2B sales by 30% per year by engaging customers and providing optimal service options
- Created sales data dashboards in Excel to help our team to better understand sales trends and effectively adjust production and imports
- Optimized sales and logistics reporting to deliver increased revenue and customer satisfaction
- Managed spreadsheets with over 20,000 products in Excel to manipulate sales data, using PivotTables
- Instituted team best practices, implemented procedures, and successfully presented our sales and product reports and dashboards

**Assistant Manager** 11/2012 – 06/2014  
Mac Intosch Media Paramaribo, Suriname

- Architected and implemented single source of truth database that fueled the company's growth by 15%
- Decreased employee rework and turnover by 15% by automating multiple workflows across several departments
- Evaluated employees from 3 departments by engaging employees with the company's culture, assessing their strengths, opportunities, and overall skills which improved productivity to do tasks by 20% weekly

## EDUCATION

**AAB, Business Management Cyber Security Focus** 2020 - 2022  
Eastern Gateway Community College Steubenville, OH

**BS, Bachelor of Information and Communication Technology** 2012 - 2016  
Hogeschool van Suriname (Janssen & Partners) Paramaribo, Suriname