

VIKRANT CHAUHAN

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EDUCATION

Samrat Prithviraj Chauhan College (SPRC),Affiliated by HNB University	2021-2024
B.COM GPA : 70%	
DELHI PUBLIC SCHOOL	2020-2021
(Class XII) GPA : 85%	
DELHI PUBLIC SCHOOL	2018-2019
CBSE (Class X), GPA : 69%	

SKILLS

- **Data Analysis & Visualization:** Power BI, Tableau, Excel,Python
- **SQL & Database Management:** MySQL, PostgreSQL
- **Business Intelligence:** Reporting, Dashboarding, KPI Analysis
- **Financial Analysis:** Budgeting, Forecasting, Variance Analysis
- **Marketing Analytics :** ROI, CTR, CPA, Customer Segmentation
- **CRM & SAP :** Salesforce, SAP ERP (VAT Reporting)
- **Agile & BPMN :** Process Flow, Gap Analysis, Requirement Gathering
- **Requirement Gathering & Documentation :** BRD,FRD,SRS,Stakeholder Collaboration

WORK EXPERIENCE

CLOUD DETOX , Noida Business Analyst	AUG'2024 - PRESENT
<ul style="list-style-type: none">• Analyzed financial data trends to identify areas for cost optimization, reducing operational expenses by 12%.• Developed Power BI dashboards to visualize financial KPIs, improving reporting efficiency by 30%.• Collaborated with stakeholders to define and document business requirements for financial reporting projects.• Automated monthly reconciliation reports using SQL, reducing manual efforts by 40%.• Conducted data validation and quality checks to ensure accuracy in financial reports.	

PROJECTS

PROCESS IMPROVEMENT FOR CUSTOMER SERVICE DEPARTMENT

- Analyzed customer service workflows to identify inefficiencies and improve performance.
- Conducted stakeholder interviews, process mapping, and gap analysis to highlight key pain points.
- Proposed data-driven solutions, including process enhancements, KPI tracking, and automation, leading to a 30% reduction in response time and a 20% increase in customer satisfaction.
- Developed an implementation roadmap and monitoring framework for continuous improvement.
- **TOOLS AND TECHNOLOGIES :** JIRA , BPMN (LUCID CHARTS)

CREDIT CARD FINANCIAL DASHBOARD

- Developed an interactive Credit Card Financial Dashboard in Power BI by utilizing SQL , analyzing customer spending, credit utilization, and payment patterns. This Power BI dashboard provides a comprehensive overview of credit card usage, spending patterns, and payment behavior, helping stakeholders understand customer behavior and financial health.
- **TOOLS AND TECNOLOGIES:** Power BI , SQL

CERTIFICATIONS

- Business Analytics from Unacademy.