**BHAWANA KANWAR**

[bhawanakanwar2409@gmail.com](mailto:bhawanakanwar2409@gmail.com) | +91 8088952610 | Bangalore

**SUMMARY OF EXPERIENCE**

*With a mix of experience in Data Analytics and IT management, my expertise has helped organization to understand journey of user and take a technology first approach for IT process improvement & optimization, IT application & operation management as well as project management for the last 6 years. My recent interest includes* ***building pipelines for data analytics, data quality assessment, Hadoop big data management, pattern and trend identification, visualization of data insights****. To know more, hop to my* [*LinkedIn*](http://www.linkedin.com/in/bhawanakanwar)

**EDUCATION**

* B.Tech ECE, JIET, Rajasthan 74.6%  **Jun 2011 - Jun 2015**
* XII CBSE from SPS, Rajasthan 73.3% **Apr 2010 - Mar 2011**
* X CBSE from SPS Rajasthan 80.2% **Apr 2008 - Mar 2009**

**FUNCTIONAL AND TECHNICAL EXPERTISE**

* Certifications: Architecting on AWS, AWS Cloud Practitioner Essentials, Hadoop Cluster Administration, Linux Command Line,

Qliksense Analytics Development, QlikView Analytics Development, Python Basics,

* Management: Application Management (Hadoop, Nprinting, QlikView, Qliksense, Hive, CRM), Team Management, Vendor

Management, Project Management

* Programming Languages: Python, Hive, SQL
* BI/Analytical Tools: QlikView, Qliksense, Microsoft Excel

**PROFESSIONAL EXPERIENCE**

**Atria Convergence Technologies Ltd.** **Sep 2018-Present**

Data Analytics Manager

Bangalore, India

Led a team of data engineers to drive insights and provide the BIG picture to the organization for rational decision making

* Improved lead assignment efficiency from 75% to 90% by capturing geo location and applying text mining on to identify correct customer location
* Reduced call inflow at call centre by 20% with help of automated predictive ETR declaration for customer complaints
* Improved field staff productivity by declaring nearest geo location against customer complaints and allocating to the nearest field force
* Reduced monthly churn by 8% using predictive churn modelling
* Developed automated network remediation module to deep dive into network anomalies and handle proactive network remediation
* Single screen monitoring on top of Qliksense for the entire organisation network catering to 5 Lakh switches
* Handling execution of 1500+ ETL jobs executions, catering to 1000+ Business critical reports to various stakeholders

**Atria Convergence Technologies Ltd.** **Apr 2015-Aug 2018**

CRM Manager

Bangalore, India

Led a team to handle the Enterprise Customer Billing and Service Requests

* Saved 1.2 Cr for the organisation with inhouse rollout of GST component additions over the billing platform to handle monthly customer billing
* Enhanced customer experience and handled the growing customer base efficiently by migrating from MQ 5.x to enterprise product Siebel CRM
* Delivered CRM parallel migration project to keep the contingency plan ready in case of fallback
* Spearheaded CRM migration from MQ 4.x to MQ 5.x version
* Supported business in VAS services launch across organisation by configuring multiple VAS services as a separate contract type in billing system
* Handled CRM integration with multiple other IT applications like portal, website and other provisioning systems

**ANALYTICS STACK MANAGEMENT AND PROJECTS**

* Carrying out ETL platform evaluation and POC with industry leaders such as Informatica, AbInitio, Microsoft, AWS, Attunity, Diyotta
* Hadoop cluster migration from HDP 2.3 to HDP 2.6 to leverage enhanced hive and spark features
* Hadoop cluster restructuring/vertical scaling/horizontal scaling to achieve sustainable Hadoop architecture
* Driving Feature engineering using AI ML with an objective to enhance customer experience
* Core network monitoring with help of a separate data lake for technology team consisting of 350+ parameters
* Development of secondary stack for QlikView to handle unfortunate incidents
* Nprinting version upgrade from Sep 2019 to Nov 2019 version to cater better data visualization across reports

**AWARDS AND APPRECIATION**

* Awarded as **Best Giftwork Manager** by Great Places to Work **2020**
* Received Star Award for **analyzing the Customers Port negotiation data 2020**
* Awarded Certificate of Appreciation for exceptional performance in **Hadoop Cluster Migration** from HDP 2.3 to HDP 2.6 **2019**
* Awarded Certificate of Appreciation for exceptional performance in turning around the **Parallel Migration for CRM Migration 2018**
* Received appreciation for exceptional work in **rollout of GST related changes in CRM** system **2017**
* Received appreciation for **Smooth CRM migration** from 4.x to 5.x  **2016**