



# CHINMAYEE MOHANTY

Certified Data Analyst / Business Analyst

Total Experience: 5.9+ years

+91 90900 99310

chinmayee977@gmail.com

CHINMAYEE MOHANTY – LinkedIn

Noida, Uttar Pradesh (India)

**Result-oriented professional -- seeking a challenging assignment as a Data Analyst/ Business Analyst, where I can contribute my experience & skills, and knowledge to ensure growth and success of the team and the organization by being resourceful. Possessing a positive attitude and a growth mindset, and confident that I can adapt to any new environment and make a positive impact on the organization.**

## PROFILE SNAPSHOT

- ❑ **Methodical**, result-driven, and **energetic Data Analyst**, with over **5.9+ years of experience**. Proven track record in translating complex **business requirements** into **actionable insights**. **Proficient** in **data analysis**, process optimization, project management, and stakeholder collaboration. **Skilled** in identifying trends and recommending strategies for organizational growth.
- ❑ **Skilled** in **utilizing advanced analytical tools** to extract **valuable insights** from **complex datasets**, demonstrated **expertise** in adeptly gathering, meticulously documenting, and rigorously validating business requirements.
- ❑ **Demonstrated expertise** in **data processing**, **statistical analysis**, **Business Intelligence**, and **data visualization**. **Proficient** in employing advanced tools such as **SQL** and **Python** for **data analysis**, with a focus on **practical applications** in business analytics.
- ❑ **Proficient** in **utilizing SQL, Power BI, Pandas, NumPy** and **Microsoft Office** tools (**Excel, Word, PowerPoint**) for comprehensive **data analysis** and **reporting**. **Adept** at utilizing sales enablement tools to streamline prospecting and sales processes, enhancing efficiency, and optimizing business operations. Contributes to effective decision-making in business analysis.
- ❑ **Strong leader & team player**, **Articulate communicator** with **effective leadership**, **problem-solving**, interpersonal, **presentation** skills, together with a bottom-line **business focus** and a result driven “**CAN DO**” attitude individual.

## CORE COMPETENCIES

- Data Analysis & Reporting
- Market Research & Analysing
- Project Management & Planning
- Requirements Gathering
- Client & Customer Services

- Business Intelligence
- Data Visualization
- Process Optimization
- Stakeholder Collaboration
- Statistical Analysis

- Team Management & Leadership
- Time Management & Adaptability
- Thinking & Planning Strategically
- Pandas, NumPy, Advance MS Excel
- SQL, Power BI, Python and MS Office

## CAREER NARRATIVE

Sr Data Collection Analyst ▶ ReliConnect LLP – Noida, Uttar Pradesh

Jul'22 – Present

### Key Result Areas:

- ▶ Gathering and analysing data to gain meaningful insights, trends, and patterns.
- ▶ Creating clear and concise visualizations (charts, graphs, dashboards) to effectively communicate data-driven insights to stakeholders.
- ▶ Use tools like Power BI, or other visualization tools to present findings in a compelling manner.
- ▶ Collecting and compile raw data from various sources, ensuring data accuracy and completeness.
- ▶ Clean and preprocess data to remove inconsistencies, errors, and missing values.
- ▶ Generating regular reports summarizing key metrics, trends, and insights for internal and external stakeholders.
- ▶ Developing and maintain automated reporting processes to streamline data delivery.
- ▶ Managing and maintain databases, ensuring data integrity, security, and optimal performance.
- ▶ Working closely with teams such as marketing, finance, and operations to understand their data needs and provide analytical support.
- ▶ Stay current with data analysis tools and technologies, continuously improving proficiency in tools like SQL, Python, or others as necessary and stay informed about data protection best practices and industry standards.
- ▶ Proactively identify opportunities to enhance data processes and analytical capabilities.

### Additional Accountabilities:

- ▶ Effectively managing and collecting outstanding accounts receivables, optimizing cash flow, and fostering positive client relationships.
- ▶ Drove comprehensive collections strategy, resolving customer billing issues and significantly reducing accounts receivable, showcasing a commitment to financial efficiency and client satisfaction.

Customer Service Representative ▶ Home Centre Lifestyle (P) Ltd – Bhubaneswar, Odisha

Jun'18 – Jun'22

### Key Result Areas:

- ▶ Engaged with customers via phone, email, or chat, providing prompt and courteous assistance.
- ▶ Maintain accurate and detailed records of customer interactions, inquiries, and issue resolutions in the company's database.
- ▶ Gather customer feedback to identify areas for improvement and report trends to the management team.
- ▶ Address inquiries, resolve issues, and offer solutions to ensure a positive customer experience.
- ▶ Efficiently process customer orders, track shipments, and provide accurate information regarding product availability and delivery timelines and collaborated with internal teams to find solutions and prevent recurring issues.
- ▶ Investigate and resolve customer complaints, concerns, and billing inquiries promptly and professionally.
- ▶ Developed and maintained a deep understanding of products or services, enabling effective communication and support.
- ▶ Provided product recommendations and information to assist customers in making informed decisions.
- ▶ Communicated clearly and effectively, both verbally and in writing, ensuring customers receive accurate & understandable information.
- ▶ Adhere to company policies and procedures, ensuring that customer interactions align with established guidelines and standards.
- ▶ Stay updated on product knowledge, industry trends, and customer service best practices through ongoing training and development.
- ▶ Collaborate with cross-functional teams such as sales, marketing, and operations to address customer needs and contribute to overall business goals.

Key Result Areas:

- ▶ Interfaced with clients to provide exceptional customer service, addressing queries, and ensuring satisfaction with Infoware's products and services.
- ▶ Generated regular reports on customer service metrics and trends for management review.
- ▶ Investigated and resolve customer issues promptly, collaborating with relevant departments to deliver effective solutions.
- ▶ Developed and maintain an in-depth understanding of Infoware's technology solutions, enabling accurate communication and support to customers.
- ▶ Assisted customers in navigating and troubleshooting software-related concerns, offering step-by-step guidance & technical assistance.
- ▶ Coordinated service requests, ensuring timely and efficient resolution of customer problems while maintaining clear communication throughout the process.
- ▶ Facilitate the smooth onboarding of new clients, guiding them through the setup process and ensuring a positive initial experience.
- ▶ Maintained comprehensive records of customer interactions, feedback, and resolutions, contributing to ongoing process improvement efforts.
- ▶ Conducted training sessions or provide resources to educate customers on the optimal use of Infoware's technology solutions.
- ▶ Proactively identify areas for process improvement, suggesting enhancements to customer service procedures or software features.
- ▶ Solicit and compile customer feedback to gain insights into areas of strength and opportunities for enhancement.
- ▶ Collaborated with other departments, such as sales and product development, to relay customer insights and contribute to overall business success.
- ▶ Ensured adherence to quality standards in customer interactions and follow established protocols for issue resolution.
- ▶ Uphold company policies and procedures, ensuring that customer service practices align with Infoware's standards.

PROJECTS

Web Scraping: Scrap Flipkart Website

Adept at web scraping using the BeautifulSoup library, successfully extracting data from the Flipkart website to gather valuable insights and enhance information retrieval processes.

CERTIFICATION & COURSES

- ▶ Successfully completed a Python & Data Analytics course and earned a 'Certified of Merit' certification from Techvidya Career Private Limited in Jul'23, achieving an outstanding grade of "A".

IT SKILLS & QUALITIES

- ▶ Microsoft – (Advance Excel, PowerPoint, and Word)
- ▶ Ability to create compelling visualizations using tools like PowerPoint or Power BI.
- ▶ SQL, Seaborn, Python (Programming Language), Pandas and NumPy

NOTABLE ACHIEVEMENTS ACROSS THE CAREER

- ▶ Implemented rigorous data cleaning processes, resulting in a 20% increase in overall data accuracy and reliability.
- ▶ Analysed customer behaviour data to identify key retention drivers, leading to the implementation of targeted strategies and a 10% improvement in customer retention rates.
- ▶ Recognized as the "Employee of the Month" at Home Centre in Nov'19 for outstanding dedication, exemplary performance, and valuable contributions to the team.
- ▶ Recognized as "Employee of the Month" several times and honoured by various appreciation certificates/ highest ratings.

ACADEMIA DETAILS

MBA (Finance)  
Utkal University, Bhubaneswar (Odisha)

B. Com (Bachelor of Commerce)  
Utkal University, Bhubaneswar (Odisha)

- 2023

- 2017

PERSONAL DOSSIER

Date of Birth: 30<sup>th</sup> Apr 1997

Linguistic Abilities: English, Hindi, & Odia