



Ashish Ranjan

ASPIRING DATA ANALYST

Contact Info

- +91-9999293144
- ashishranjan6644@gmail.com
- Flat 208, Manobalram Building,
Upper Hatia, Ranchi - 834003

Skills

- Data Visualization
- Data Analyzing
- Data ETL
- Business Intelligence

Tools

- Python
- SQL
- R - Programming
- Power BI
- Tableau
- MS Excel

Languages Known

- English
- Hindi

Awards & Recognition

- Best Employee of the year - 2018

Career Objective

Aspiring Data Analyst with over 2 years of experience in Workforce Management as a analyst, and 4 years of experience in Customer Service and Managements. Skilled and work-ready expertise in analytics, dashboarding, and programming.

Work Experience

WFM Associate

Concentrix | June 2019 to present

- Perform continual analysis of current performance (noting recent historical trends) and conduct real-time re-forecasting to make necessary adjustments to scheduling.
- Generate and analyze staffing schedules, generate short-term and long-term staffing models and share with the stakeholders in form of Excel dashboards and Tableau and provide insights and recommendation based on that.

Senior Representative

Concentrix | October 2018 to May 2019

- Handel customer queries through chats and provide prompt response.
- Manage quality communication, customer support and product representation for each clints.
- Maintain internal quality parameters while handling the calls and meet the SLs

Senior Process Associate

Stealth Mode Pvt. Ltd. (Formerly known as WB Promotion) | August 2016 to April 2017 and July 2017 to August 2018

- Handel customer queries through phone calls, chats and emails.
- Handel internal systems to manage order flow and coordinate with customers and vendors.
- Cross Train and provide feedback to new customer care representatives out the process and management

Certifications and Other Achievements

- Google Data Analytics Professional Certificate – Provided by Google and Coursera
- Data Visualization with Power BI Desktop – from Great Learning
- Introduction to Data Visualization (using Tableau, Power BI, Excel and R) -from Simplilearn
- Introduction to SQL - from Simplilearn

Education

Amity University (Online)

Master's in Business Administration | May 2021 – (current) April 2023

Annamalai University

Bachelor of Computer Applications | June 2014 - May 2018