

ADITYA THAKUR

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Career Objective ;

To attain expertise by being, working and be counted with the best; an asset as a professional

Technicalskill :

Tools : Power BI, Data Visualization, Advance Excel, AMAYO, CRM, EASY Report

Databases : PL/SQL,SQLserver,MS-SQL.

Operating Systems : Windows 98/2000/XP, MS.office2007.

Technical Analytical Skills:

- Strong analytical and problem-solving skills
- Proficient in SQL along with the use of querying tools such as SQL Query Analysis, SSMS, SSIS, SSRS, DB Visualize, etc.
- Data Analysis Expressions (DAX) in POWER BI.
- Ability to research, gather background information, and analysis complex data
- Verbal and written skills, including ability to write clearly, concisely, and logically
- Experiences inPower BI tool
- SQL server and My SQL

Business Analytical skill :

Experience in design designing / building case managements

Solutions.Experience in business process improvements.

Experience in business related issues resolution., on time.

Academic Credentials:

- MCA (Master of Computer Application from GGITS, university of Rgpv from jun- 2010 to July-2013).
- B.C.A (Bachelor of computer application from MCRPVU, BHOPAL, M.P .In 2008 with 64%.
- 12th SSHSS JABALPUR , M.P. In 2004 with 58% .
- 10th SSHSS JABALPUR , M.P. In 2002 with 56.4% .

EXPERIENCE:

- LIVE PROJECT from WEB TECH LAB'S 21-JAN-13 to 7-May- 13.
- Work experiences in NICT college as Faculty (8-jan-2009 to 11-feb-2011)
- Work in TECH MAHINDRA as a Technical Support (CSO) From 10-Sep-2013to 11-March-2015.
- Work in Wipro(BPS) as a TSO (Officer) .from 30th -March'2015 to 21st-Feb'2018.
- Work in RAR Creation as MIS . 9th -March'2018 to 26th-Feb-2020. (Free lancer)
- Worked in Magnum Group as a Reporting Analyst / Data Analyst. -2nd -March'2020 to 19- March-22.
- Working in Coca cola (Udaipur Beverage. Pvt. Ltd) as MIS Coordinator, Reporting, and data Analysis. from 22nd- March-22 to till 18-Jan-24 .
- Working in FiveS digital as WFM Sr.MIS (T&Q) Corporate, Reporting, and data Analysis. from 20th-Jan-24 to till Now.

Project Details:

1. Project: Telecom

Company: Tech Mahindra

Designation: Technical Support(CSO),

Responsibilities:

- Analysis of Telecom Product performance, Technical Support Networking .
- Networking Call Handling and Mail Handling Responding by call and Mail.
- Ticking Toll CRM, Ticket Received on Service now, Zen Desk.

Work in Wipro (BPS) :

Project: Telstra,

Client: Australia,

Designation: Sr. Officer (TSO)

Responsibilities:

- Analysis of Telecom Product performance, including , LAN cable, speed, and loss severity
- Telecom BPO All calls and Business-Related Issue Highlighted in The Analyst report.
- Evaluate actual vs. expected performance of investments and research variances
- Prepare Report Weekly, Monthly, Yearly.
- Outbound Occupancy calculation, Shrinkage, Attrition, AHT
- Capacity planning, BPO Dashboard Maintain, SLA, KPI's.
- Quickly produce well-organized, optimized, and documented solutions.
- Working tool Awaya, CRM.

2. RAR Creation:

Profile : MIS Officer (Free lancer)

About Company: It's a Manufacturing company of a shirts, online selling on Flipkart, Amazon, Snapdeal, Paytm, Lime road, Shopclues, Clubfactory. I am handling all portal and our website is Kings collar.in , handling a website. Data analysis by MS Excel Report Preparing and managing data in Advance Excel .

4 Working in Magnum

Group. Designation: Data

Analyst(BPO)

Responsibilities:

- Electricity Board BPO , Call Center Analysis of Call Center data and Report Preparation.
- Prepare Report Weekly, Monthly, Yearly, Quarterly.
- Occupancy calculation, Shrinkage, Attrition, AHT
- Forecasting, Scheduling, RTA
- Capacity planning, BPO Dashboard Maintain, SLA, KPI's.
- FTE Creation For billing.
- Collaborate with other team members to design and develop features.
- Quickly produce well-organized, optimized, and documented solutions.
- Working tool Awaya, CRM, AMEYO.
- Agent Performance Report.

5. Coca cola (Udaipur Beverage. Pvt.

Ltd)Designation: MIS Coordinator.

Responsibilities:

- Production Base company.
- Daily base fetching data from ERP Tool and Bizom software.
- Prepare Report Weekly, Monthly, Quarterly, Yearly
- Daily Dashboard Update
- Preparing Monthly base sales team Performance Report.
- Brand pack report.
- Sku wise report.
- Asm –Rsm Wise Report preparing.

6. FiveS digital as WFM Sr.MIS (T&Q)

Corporate –PAN India Data

Responsibilities:

- BPM Data Training and quality Reports
- Daily base fetching data from CX First and receiving on mail also .
- Prepare Report Weekly, Monthly, Quarterly, Yearly
- Daily Dashboard Update
- Process wise , LOB wise report preparing and dashboard creating as per the requirement.
- Asm –Rsm Wise Report preparing.

Personal Skill :

- Good verbal and written communication skills
- Willingness to learn
- Team player, Ability to deal with people diplomatically.

Personal profile :

Date of Birth : 11-11-1984

Language Known : English, Hindi.

Mobile : +91-8698711977

Address of Communication: 576/B, Narayan Nagar Garha Gulawa chowk, Jabalpur (M.P)

Willing to Relocate : Yes, anywhere

I hereby declare that all the above-mentioned facts are true to best of my knowledge and senses.

Date :-

Place :-

ADITYA THAKUR