



Ishan Mathur

I am an enthusiastic and diligent Mechanical Engineering graduate from Vellore Institute of Technology. Skilled in critical thinking and reasoning, I am interested in data analysis, manufacturing and quality management, and passionate about helping clients build operational efficiency and excellence. Having strong work ethics, I am eager to pursue opportunities that enhance my knowledge and interpersonal skills, and help me contribute to and lead teams to success.

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EDUCATION

Bachelor of Engineering (Mechanical Engg.) Vellore Institute of Technology (VIT), Vellore

07/2017 - 06/2021

8.6

WORK EXPERIENCE

Business Analyst Acies Consulting

10/2022 - 09/2023

Acies is a consulting based startup in the financial services domain focused on delivering cutting edge technology enabling risk, regulatory and business transformation initiatives

Achievements/Tasks

- Working as a Business Analyst in the Business Solutions team on development of new and existing reports and dashboards on Power Platform and PowerBI for leading banks and financial institutions such as Kotak Mahindra Bank and Siemens Financial Services Private Limited
- Developed Key Performance Indicators to monitor the health and status of the customers which led to increase of 10% customer satisfaction
- Made use of Power Query and DAX formulas to troubleshoot data related problems and coordinated maintenance or modification to correct defects
- Played a key role in project management encompassing activities such as developing and agreeing upon the project plan and decisioning the key milestones

Associate - Customer Success SmartServ

01/2021 - 09/2022

SmartServ is a SaaS-based CRM platform on the cloud, deployed for field service management in HVAC, plumbing, electrical, water and fire services verticals in markets like US and Canada, to optimize client operations and thus drive efficiency and business growth.

Achievements/Tasks

- Working as an Associate - Customer Success in the Data Integration Department on customer service requests, issue resolutions, and data sanitization & migration
- Worked on the Refactoring (Data Sanitization) Project to sanitize, customize and migrate SmartServ's data from an older schema to a new standardized schema with more advanced features and functionalities.
- Formulated MySQL queries to obtain the bad data and with data cleaning scripts, transformed the data into usable form reducing the time consumption by up-to 20%
- Successfully resolved service requests and bugs using MySQL Workbench and MongoDB Databases for the daily operations in accordance with the agreed SLAs

SKILLS

MS Office

Python

PowerBI

DAX

Tableau

MySQL

Data Mining

R

Jira

INTERNSHIPS

Transorg Analytics (03/2020 - 05/2020)

- Understood the processes of data extraction, data mining, data profiling and data sanitization and it's relevance
- Learnt data extraction and cleaning from social media platforms like Facebook, Twitter, LinkedIn and third party Application Programming Interfaces (APIs).
- Analysed the necessary data elements from these sources and extracted these using Python
- Researched and prepared documents on data related to COVID-19 and US entity creation

Maruti Suzuki India Limited (05/2019 - 06/2019)

- Studied the process flow for different operations carried out in Maruti assembly lines
- Conducted root-cause analysis of problems through the fish-bone diagram approach and learnt the usage and relevance of check-sheets in the assembly shop
- Observed the various codes written on the cars and understood the specifications of different models

PROJECTS (CO-CURRICULAR)

Windproof Umbrella

We designed the "Windproof Umbrella" in such a way that the view of the person was not blocked and the umbrella remained stable during a storm

Design of Gating System

Using Solidworks software, we designed gating system and riser to ensure the smooth, uniform and complete filling of clean molten metal

Advanced Walking Blind Stick

An Arduino powered device which will help the visually impaired to explore new environments without depending on others for help

Light Dimmer Circuit

We implemented the Light Dimmer Circuit using Arduino and a Touch sensor and controlled the brightness of the light

LANGUAGES

English

Full Professional Proficiency

Japanese

Limited Working Proficiency

Hindi

Full Professional Proficiency

German

Limited Working Proficiency