Amirudaullah

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Professional Summary

Results-driven Order Management Analyst with over 2 years of experience at British Telecom. Demonstrated expertise in optimizing order fulfillment processes, ensuring accurate order capture, and enhancing customer satisfaction. Proficient in utilizing order management systems, collaborating with cross-functional teams, and leveraging data-driven insights to improve the customer order journey. Adept at process improvement, data analysis, and problem-solving to drive operational efficiency.

Professional Experience

Order Management Professional | British Telecom
Kolkata | 2022 – Present

• Verify and validate customer orders for accuracy including product specifications, pricing, and delivery information.

• Enter and update order data into the company's order management system.

• Maintain detailed records of customer orders and interactions for future reference.

Senior Associate | IBM Daksh
Kolkata | March 2017 – January 2018

• Received and assessed customer complaints submitted through multiple channels.

• Conducted root cause analysis and developed targeted solutions for resolution.

• Ensured timely and effective resolution of complaints to uphold customer satisfaction.

Senior Associate | Wipro
Kolkata | March 2016 – October 2016

• Followed up on escalated issues ensuring prompt resolution.

• Accurately documented support interactions and resolutions in the ticketing system.

• Maintained precise records of user issues and solutions.

Associate | Aegis
Kolkata | May 2016 – February 2016

• Processed and reviewed invoices for accuracy and compliance with company policies.

• Reconciled accounts and resolved discrepancies in billing statements.

• Received and logged customer complaints related to billing and service issues.

Technical Skills
• Microsoft Excel: Advanced skills including PivotTables, Power Pivot, Data Validation, and Power Query.

• SQL: Proficient in database management with DDL and DML.

• Data Analysis: Experienced in Exploratory Data Analysis (EDA), data cleaning, and transformation.

• Power BI: Expertise in data visualization, data modeling, and creating interactive dashboards.

• ETL Processes: Knowledgeable in Extract, Transform, Load (ETL) processes for data integration.

• Python: Basic proficiency including data manipulation with Pandas and NumPy.

Certifications
• Microsoft Power BI Certification: https://tinyurl.com/yc856bt2

• SQL for Data Analytics: https://tinyurl.com/269re9ev

Project Work
• Power BI Dataset Visualization: Imported and transformed datasets, created dashboards, applied data modeling.

• Data Cleaning for Myntra Catalogue: Conducted data quality assessments, handled missing values, corrected data types.

• EDA Project: Utilized statistical methods and visualizations to explore data distributions and trends.

• SQL E-Commerce Case Study: Designed SQL queries, performed aggregations and joins to derive insights.

• Healthcare SQL Analytics: Analyzed patient records to generate insights for better outcomes.

• Python Sales Data Analysis: Analyzed sales data using Pandas and created visualizations with Matplotlib and Seaborn.