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|  | **Niharika Koukuntla**  Product Data Analyst |  |

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| Contact Hyderabad  +91 8374295649  niharikakoukuntla28@gmail.com | Objective Proactive Product Data Analyst with total 7+ years’ experience and 3+ years product management experience in start-up business environments. Effective driver of product development lifecycle from concept to delivery. Communicative and collaborative with proven history of improving business operations. |

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| EducationB. TechElectronics and Communication EngineeringSridevi Women’s Engineering CollegeKey SkillsJira, Product BacklogGoogle sheets, MS ExcelProduct Management Agile Methodologies Salesforce CRM, ZendeskSQL, Tableau | Professional ExperienceSeptember 2019 - September 2022 Product Data Analyst III (Phenom People)Collaborated with stakeholders to define project objectives and criteria. Conducted interviews with key business users to collect information on business processes and user requirements.Managed cross-functional teams to commercialize new products and drive improvements. Analyzed data to identify root causes of problems and recommend corrective actions.Created dashboards to monitor and track key performance indicators. Utilized data visualization techniques to present and explain complex data sets.Developed customized reports, summarizing and presenting data in visually appealing format. Developed complex dashboard and reporting tools to track business performance metrics.Documented user stories, specifications, and product features into detailed work order to communicate across teams and build mandatory requirements.August 2017 - August 2019 Quality Control Representative (My Ally (Acquired by Phenom))Collaborated with development team for testing and release management to achieve high-quality production of the product.Executed test scripts, logged defects and worked to resolve issues noted in testing process. Monitored product quality at all stages of production process.Developed and implemented tests to assess quality of the product and updated quality control records and reports.July 2016 - August 2017 Facilities Executive (CBRE)Directed vendors, facilities staff, and service providers as required to create efficient and non-disruptive work environment. Negotiated with vendors to secure cost-effective pricing and terms for facility-related services and supplies.Served as point of contact for internal and external customers seeking support and information. Collaborated with contractors, vendors and stakeholders to support on-time projects completion.Updated tracking system monitoring facilities-related materials, supplies and equipment.November 2014 - June 2016 Operations Executive (Aegis Private Limited)Creating detailed customer care protocol to be followed by all customer care staff.Building relationships with customer care team members to maximize team productivity. Monitoring customer and staff interactions using client relationship management software. |

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