**Harshini R**

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**PROFILE SUMMARY**

* A result-oriented professional with 6.4 years of overall experience.
* **Concentrix technologies** as Data Analyst (Partner Operation- Order Management) and **Jones Lang LaSalle** deployed from Technosoft Global Solution/Apexon as Senior Data Analyst.
* Possess knowledge of Salesforce.com(worked on classic & Lightning both), CRM, MDM, SQL, Advanced Excel, MS-Word, MS-Power point, lucid chart, Infomatica, Tableau (Reporting).
* Capable of managing day-to-day activities in coordination with internal / external departments for ensuring smooth business operations.
* Understanding of mapping business requirements and designing customized solution for problems or queries.
* Analysis of Channel data for our client and providing various reports like data warehouse reports, exception reports after the enrichment of data.
* Handling Customer Queries and interacting regularly on a one-on-one basis with Clients and distributors.

**ORGANISATIONAL EXPERIENCE**

**August 2018- May 2023**

**Jones Lang LaSalle deployed from Technosoft Global Solution (Apexon) as Senior Data Analyst.**

* Understand the company to build company hierarchy structure, merges, and unmerges in Salesforce.com of lightning.
* Good experience in market research, data research, data analysis, data visualization, stakeholder management, Data manipulation.
* Data Cleansing/validation, data standardization, enrichment is performed using salesforce.com(lightning)
* Coordinate with internal partners to implement & design company hierarchies.
* Handle incoming client set up & maintenance request from client.
* Responsible for recommending strategies to enhance master data management (MDM) practices and participate in projects to implement and analyze data from acquisitions and third party sources.
* Engage in account stewardship activities including in-depth research and discovery, ongoing account and hierarchy maintenance, and system support.
* Handled all pre & post migration task related to data quality for the projects HFF, Capforce, JLL1. And connected with migration team to understand the requirement & then worked accordingly.
* Provide project related assistance for assigned complex project(s), sites and project teams
* Ensure accurate completion and maintenance of internal systems, databases, tracking tools,

Timelines and project plans with project specific information

* Proven ability to work on multiple projects balancing competing priorities

**April 2017 – August 2018**

**Vmware deployed from Concentrix Technologies/Vmware** as **Data Analyst (Partner Operations-Order Management)**

* Working as Operational specialist for Partner Registration Operations and acting as Main Spoc in Supporting the Team in Engagement activities like training, logistics, Auditing. etc.
* Worked with MDM team to consolidate the customer, finding the ultimate parent and its subsidiaries, validating the family tree of the customer.
* Preparation of the work to be processed by gathering, sorting, organizing, and recording data, information, and documents.
* Provides information by collecting, analyzing, and summarizing information, responding to requests resolves inquiries by investigating issues and composing response in salesforce.com
* Validate new end customer accounts submitted by partners based on defined program guidelines.
* Validating the account name with the address for the valid customer in salesforce.com
* Once the accounts are validated and duplicates are found, BV Merge activity is performed.
* The accounts which are duplicate and have incomplete information will be merged with the accounts with the complete information.

**ACADEMIC**

* BCA from Surana College at Bangalore University with -2012.

**SKILLS SET**

* Software Package: Salesforce.com(classic & lightning both), MS-Excel (Advanced), MS-Word, MS-Power point, MDM, SQL,Tableau, Lucidchart, CRM.
* Knowledge of complex data extraction, transformation and data loading techniques and tools
* Comprehensive problem solving and analytical abilities.
* Proven ability to quickly pick up new skills and technical abilities.
* Excellent spoken and written communication skills, as well as receptive listening skills.

**ACIVEMENTS**

* Winner of JLLT Superstar at JLL Ovations for Q2 2022
* Received “Top performer”, “Star performer” and R&R award in the team.