Tarun Pandey

Experienced Analyst with a background in management, technical support, and service request handling. Proficient in Power BI, SQL, and CRM systems, with a strong understanding of Agile workflows. Passionate about optimizing IT service operations, automating processes, and improving customer engagement. A collaborative problem-solver who thrives on enhancing efficiency and driving meaningful improvements across teams

Email: tarunpandey610@gmail.com

Phone: +919644491013

Location: Gurgaon, Haryana, India

LinkedIn:
https://www.linkedin.com/in/tarun-pandey17

- Sale Operations
- MS Office 365
- Analytical and Critical Problem Solving
- Data Visualization Tools (Power Bi , Tableau)
- Strong Analytical and Problem-Solving Skills
- Agile Project Management
- SDLC
- BRD and FRD Skills
- Teamwork and Collaboration
- Business Analysis

- Crm
- Business Process Modelling
- Data Analysis ,
- Customer Engagement
- Jira Software
- SQL Basics
- Business Intelligence Tools
- Stakeholder Management
- Cross-functional Collaboration
- Change management
  l

WORK EXPERIENCE

Executive Trainee

HDFC BANK, Gurgaon   Apr 2024 –Oct 2024

- Handled customer requests & customer queries, for efficient ticket handling.
- Handled forex transactions and managed complex client queries with precision which increased customer satisfaction by 10%.
- Worked with cross-functional teams to create customised solutions which increased customer satisfaction index by 20%.
- Ensured adherence to policies by managing client interactions using Oracle Flex Cube.
- Collaborated across departments like mutual fund team` to implement solutions complied with compliance and corporate policies.
- Resolved queries and documented the reports ensuring smooth customer experience.

Operations Intern

Rockman Industries, Haridwar   Apr 2023 – Jun 2023

- Handled projects for cross functional teams, so so to make the whole process work smoothly.
- Used Jira to track supply chain operations in order to find inefficiencies and backlogs.
- Used tools like MS Excel and JIT approach to track inventories in real time.
- Managed the projects by delivering strategic presentation to top management .
- Using PowerBi , validated a live inventory dataset of 50000 entries to produce results and document it.
- Oversaw and coordinated a workforce of 50 workers, ensuring seamless operations and productivity.

Big Data Trainee

Uniq Technologies, Chennai   Jan 2020 – Mar 2020

- Performed data cleaning and analysis to extract meaningful results and support data-driven decision-making
- Used SQL for querying & database management in real time dataset.
- Analysed an automobile dataset using MS Office to develop a traffic congestion model, Developed a traffic congestion model using data analytics
- Developed a foundational understanding of C language to enhance technical problem-solving . skills

EDUCATION AND CERTIFICATION

- **MBA in Operations and Business Analytics,** 2022-2024, BML MUNJAL UNIVERSITY   **CGPA: 6.4**

- **B. Tech in Information Technology,** 2017-2021, SRMIST   **CGPA: 6.6**

• **XII,** 2016-2017, DAV ACC PUBLIC SCHOOL	**79.4%**

PROJECTS

- **Smart model for traffic rerouting using deep cross network -**. Jan 2021- Jun 2021- Analyzed traffic congestion model and developed software which automatically reroutes emergency vehicles like ambulance to a new route which is less congested and documented it.