

Jyoti Kamal Jha

Data Analyst

Ex-BPO Manager and Operations Manager transitioning into a Data Analyst role after completing self-learning Data Analytics. Over 7 years of experience managing a team of 40-80 people and working with different BPOs and Retail FMCG. Core skills include extrapolating data and providing actionable insights aligned with computer science, modeling and statistics.

WORK EXPERIENCE

BPO Manager

Sept 2023 – Present

BTWO Solutions PVT LTD, Jamshedpur, JH

- Implemented data-driven strategies in outbound operations at BTWO SOLUTIONS PVT LTD, focusing on optimizing calling campaigns, refining scripts, and improving lead generation through thorough data analysis.
- Collaborated closely with data analysts to enhance decision-making processes, actively identifying areas for process enhancement and contributing to a culture of continuous improvement.
- Maintained and exceeded Client Service Level Agreements by overseeing team development and reviewing operational reports, showcasing a strong commitment to data-driven performance metrics.
- Demonstrated leadership in leading cross-functional meetings, implementing best practices, and ensuring consistent team performance, highlighting the ability to drive data-driven initiatives and foster a culture of excellence.
- Actively handled a team of team leaders, showcasing leadership skills in managing and guiding a team towards achieving data-driven objectives.
- Regularly attended business reviews with clients, emphasizing the dedication to leveraging data insights for positive client relationships and contributing to strategic discussions based on analytical findings

Area Operations Manager

June 2022 – Aug 2023

Apna Super Mart, Jamshedpur, JH

- Data Analytics for Store Performance:** Utilized data analytics to assess and enhance store performance, analyzing sales trends, inventory levels, and customer purchasing behavior. Successfully implemented data-driven strategies for optimal product placement, leading to a significant 15-17% increase in sales.
- Process Improvement Leadership:** Led process improvement initiatives by identifying bottlenecks and streamlining operational workflows. Implemented data-driven solutions, resulting in a notable 6% reduction in operational costs.
- Strategic Inventory Management:** Developed and executed inventory management strategies, leveraging data analysis to accurately forecast demand. Achieved a 15-17% reduction in excess inventory while maintaining optimal stock levels.
- Financial Analysis and Cost Control:** Conducted financial analysis, including budgeting and forecasting, to ensure the store met profit targets. Implemented cost-control measures based on data insights, resulting in a noteworthy 10-12% improvement in the store's financial performance.
- Technology Integration for Operational Efficiency:** Spearheaded the integration of technology solutions, including POS systems and inventory management software, to enhance data accuracy and streamline operations. Trained staff in utilizing technology tools for efficient data collection and analysis.
- Cross-Functional Collaboration with Data Insights:** Collaborated with various departments, including marketing and sales, leveraging data insights to align operational strategies with overall business goals.
- Problem-Solving and Decision-Making through Analytics:** Demonstrated strong analytical and problem-solving skills, addressing operational challenges and making informed decisions based on comprehensive data analysis.
- Customer-Centric Approach with Data Insights:** Applied data insights to enhance the customer experience, ensuring that product offerings and services align with customer preferences and market demands.

EDUCATION

Data Science (Self Study)

June 2023 – Present

Different Online Platform

Bachelor of Engineering

AUG 2017

Rajasthan Technical University (Electronics Instrumentation & Control)

CONTACT

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SKILLS

Data Visualization/Engineering:

- Tableau (Beginner)
- Looker (Experienced)
- Excel (Advanced)
- Python (Intermediate)
- MYSQL(Experienced)
- Power BI (Beginner)
- Tally Prime (Experienced)
- ZOHO CRM (Expert)
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Techniques:

- Hypothesis Testing
- Recommendation Engines
- Customer Segmentation Analysis
- Predictive Analysis
- Fraud Detection
- Web Scrapping

Tools and Frameworks:

- Pandas
- Numpy
- Matplotlib
- Seaborn
- Databases (MySQL)
- Scikit-learn
- BeautifulSoup

PROJECTS

- IRIS
- TITANIC.
- Credit Card Fraud Detection
- NLTK
- NYPD
- AMAZON WEB SCRAPPING
- BLINKIT WEB SCRAPPING
- FUTURE SALE PREDICTION
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