

Sales Operations & Data Analysis Expert | Operations Manager | Offer Development & Commercialization Leader | Business MIS Reporting Specialist | Proven Team Leader | Certified in Advanced Excel, Power BI, SQL, Python Programming & Data Science with Python

PROFESSIONAL SUMMARY

Results-driven Sales Operations Analyst with a strong background in business process analysis, data integrity, and automation. Over 15 years of experience in the telecom domain, specializing in Salesforce data management, reporting, and stakeholder collaboration. Proficient in SQL, Python, Power BI, and Excel for data-driven decision-making. Adept at optimizing sales operations and supporting cross-functional teams to enhance operational efficiency.

CORE SKILLS & TOOLS

- **Sales Operations:** CRM Management (Salesforce), Data Integrity, Reporting & Analytics
- **Business Analysis:** Requirement Gathering, Process Mapping, Gap Analysis, Stakeholder Communication
- **Data Analytics & Reporting:** SQL, Python, Power BI, Excel Macros, Advanced Excel, VBA Programming
- **Data Science:** Data Analysis, Machine Learning (Pandas, NumPy, Scikit-learn), Visualization (Matplotlib, Seaborn)
- **Tools & Technologies:** Salesforce, GitHub, MS SharePoint, MS Access, SAP MM, SAP FICO
- **Automation & Efficiency:** Process Automation, RPA Tools
- **Agile & Project Management:** Scrum, User Acceptance Testing (UAT), Cross-Functional Team Leadership

PROFESSIONAL EXPERIENCE

Senior Serviceability Engineer

Avaya India Pvt. Ltd., Pune, India | November 2008 – August 2024

- Managed Sales activities data integrity, ensuring accuracy in accounts, contacts, and opportunities.
- Acted as a key point of contact for Salesforce support issues, collaborating with technical teams for resolution.
- Developed and maintained reports and dashboards in Power BI and Excel to support sales operations.
- Spearheaded automation initiatives, reducing manual errors and improving efficiency by 30%.
- Worked with cross-functional teams to ensure sales process alignment and territory assignments.
- Provided training on Salesforce and data management best practices to improve user adoption.

Finance Officer

Maersk Global Service Center, Pune, India | November 2006 – November 2008

- Conducted distributor performance analysis, optimizing sales strategies and improving reporting accuracy.
- Led client requirement meetings, reducing report delivery time by 50%.
- Implemented finance process automation, increasing processing speed by 50% and reducing manual errors.
- Trained 25+ new hires on SAP FICO, MS Excel, and Macros, accelerating onboarding.

EDUCATION

- General Management Program for Executives, **IIM Lucknow, 2019**
- Master of Commerce (M.Com) in Advanced Accountancy, Shivaji University, 2006
- Diploma in Business Management (DBM), Shivaji University, 2004

CERTIFICATIONS

Python Programming Certified | MySQL - SQL Certified | Power BI Essential Training | AWS Certified Solutions Architect – Associate | Cognigy AI Developer Certification | Agile Foundations Certification | Managing a Cross-Functional Team Certification

KEY ACHIEVEMENTS

- Enhanced data accuracy by leveraging Python programming, Power BI, and advanced Excel for in-depth analysis, ensuring reliable and actionable insights.
- Developed custom dashboards using Python, Power BI, and data visualization libraries, reducing reporting time and improving strategic decision-making.
- Led automation of key processes with Python-based solutions, reducing SKU errors, quoting inaccuracies, and optimizing operations.
- Applied data science techniques using Python, including machine learning and statistical analysis, along with Power BI and advanced Excel, to identify trends and enhance forecasting accuracy.