



KISHLAY KUMAR

Process Associate

Profile

At Genpact as Process Associate, leveraging strong analytical and problem-solving skills to deliver data-driven insights and process improvements. Proficient in Power BI, SQL, Python, and Agile methodologies with hands-on experience in data visualization, requirement gathering, and business process optimization

Work Experience

Present

2024

GENPACT

PROCESS ASSOCIATE

- Performed content moderation and trust & safety analysis for social media clients ensuring data accuracy and compliance reducing time consumption by **25%**.
- Automated repetitive tasks using data validation and reporting, reducing manual effort by **20%**.
- Collaborated with teams to streamline process workflows with team huddles and insights sharing.
- Prepared the skillup sessions report for Agentic Ai, presented the daily attendance report improve team involvement by **25%..**

Project

2025

Bank Mobile Application (Scrum Project)

- Created product backlog, sprint planning, and release plans in JIRA & Confluence.

2024

Sales Store Dashboard Analysis

- Developed Power BI dashboards integrating multiple datasets; implemented DAX measures for KPIs.

2023

Telecommunication Churn Prediction

- Applied ML models (Decision Tree, Logistic Regression) for customer churn analysis, improving accuracy by 19%

Certification

Excel for Business Analyst

2025

Excel: Macros and VBA for Beginners

2025

Excel Essential Training (Microsoft 365)

2025

Genome BITS Wave for Beginner MS Office

2025

SQL Beginner to Advanced For Data Professionals

2024

Microsoft Power BI Desktop for Business Intelligence

2023

Machine Learning with Python: Zero to GBMs

2022

Achievement

- Recognised for promoting Agricultural and plantation activities to create awareness.
- Solved **400+** technical and business case studies problems including guesstimate practices.

Contact



+91 9693486978



kishlayaug15@gmail.com



My Portfolio Link



Hyderabad, India

Education

Bachelor of Technology Haldia Institute of Technology

2019 - 2023

Haldia, West Bengal

- Graduated with **8.41 CGPA**
- Final year project - **lung cancer detection**

Expertise

OOPS & DBMS

Python

SQL

Power Bi

MS Office Suite

Data Visualization

ETL Workflow Design

SAP Analytical Cloud

Language

English

Hindi