

Kundan Mehta

WFM – Specialist

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PROFESSIONAL SUMMARY

Results-driven **WFM Specialist** and **MIS Professional** with 4+ years of experience in optimizing workforce management, data reporting, and process automation. Expertise in **capacity planning**, **scheduling**, and **operational reporting** to enhance decision-making and efficiency. Proficient in **Advanced Excel**, **Power BI**, **Power Query**, **Power Pivot**, and **Tableau**. Proven ability to manage cross-functional teams, streamline processes, and deliver actionable insights that drive business outcomes. Seeking to leverage my skills and experience in a leadership capacity as **WFM Assistant Manager** or **MIS Assistant Manager**.



KEY SKILLS

- **Workforce Management:** Capacity Planning, Scheduling, Resource Allocation
- **MIS Reporting:** Dashboards, Data Analysis, KPI Tracking
- **Process Automation:** Power Query, Power Pivot
- **Business Intelligence:** Power BI, Tableau, Advanced Excel (VLOOKUP, Pivot Tables)
- **Team Leadership & Collaboration**
- **Operational Efficiency:** Workflow Optimization, Continuous Improvement
- **Data-Driven Decision Making**
- **Cross-Functional Coordination & Stakeholder Management**



PROFESSIONAL EXPERIENCE

WFM Specialist

Hinduja Global Solution | Mar '23 – Present

- Led the development and management of resource **capacity plans**, aligning manpower and equipment with forecasted workload to ensure smooth operations.
- Coordinated the creation of **daily/weekly schedules** to meet operational targets, driving productivity improvements.
- Collaborated with multiple teams to align **resource availability**, improving utilization and minimizing downtime.
- Implemented **automation** for manual tasks using **Power Query** and **Power Pivot**, reducing repetitive task.
- Prepared **custom MIS reports** for senior management, providing insights into workforce efficiency and operational performance.

- Monitored key performance metrics and proactively adjusted plans to maintain operational goals.

MIS Specialist

Startek | May '22 – Mar '23

- Led the creation and distribution of **daily, weekly, and monthly performance reports** across multiple departments using **Power BI** and **Advanced Excel**.
- Automated reporting processes, reducing manual effort by 10 hours per week and improving data accuracy and timeliness.
- Worked closely with business stakeholders to define reporting requirements and provide actionable insights into business performance.
- Managed two billing methods: **Connect Minute** and **FTE**, and worked on **invoices** with **Minimum Guarantee (MG)** and **RnP**.
- Developed interactive **dashboards** to track KPIs, enabling better decision-making at all levels.

Senior MIS Executive

Startek | Jun '21 – Apr '22

- Created and maintained interactive **dashboards** to track key metrics, such as call volume, AHT, and CSAT, for senior management review.
- Delivered accurate and timely **MIS reports** and provided actionable insights that helped improve customer service levels and operational efficiency.

Customer Executive

Startek | Sep '17 – May '21

- Provided exceptional customer service, resolving issues and enhancing satisfaction across a high volume of inbound calls.
- Identified and resolved recurring issues, reducing complaints and improving overall service quality.

EDUCATION

Bachelor of Arts

Tilka Manjhi Bhagalpur University | Graduated: May 2017

PERSONAL INFORMATION

- **Date of Birth:** 04th Mar '97
- **Nationality:** Indian
- **Marital Status:** Married
- **Gender:** Male
- **Religion:** Hindu
- **Languages:** English, Hindi