

# Drashti Thakkar

## OPERATIONS & DATA ANALYST

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📍 38241, Ahmedabad



### Profile

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Operations and Data professional with 5 years of experience working across global markets including the UK, Australia, and New Zealand. Proven experience in managing operational data, enterprise CRM systems, reporting frameworks, and cross functional workflows that enable effective service delivery and commercial decision making.

Trusted to work across multiple stakeholders and systems, with a consistent focus on accuracy, continuity, and execution. I bring strong operational judgment, analytical thinking, and ownership in fast-paced, international environments.

### Professional Experience

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#### **Customer Data Analyst, Ipath Solutions**

04/2025

- Managed end-to-end site data analysis for a UK-based snow maintenance and gritting operations client.
- Conducted detailed site mapping and spatial analysis using Google Earth to support commercial quoting and operational planning.
- Created and delivered high accuracy KMZ files, site layouts, and measurement reports used for customer proposals and cost estimation.
- Translated raw geospatial and site data into actionable insights for internal sales and operations teams.
- Maintained and updated CRM systems including Monday.com and IGLU to ensure accurate client, site, and contract records.
- Owned daily operational and data reporting to support management decision-making.
- Acted as a central data liaison between multiple UK managers, coordinating requests, priorities, and deliverables.
- Ensured data consistency, quality control, and timely updates across systems and reports.
- Supported cross-functional teams by streamlining data workflows and improving visibility of site level information.

#### **Customer Support Associate, Ipath Solutions**

06/2023 – 04/2025

- Served as the sole Contract Support Administrator for a UK-based building management company, working closely with the Managing Director and General Manager.
- Managed end to end mechanical and electrical maintenance operations across 10–15 properties in South London, Oxford, and Glasgow.
- Coordinated engineers, subcontractors, suppliers, and clients, ensuring smooth day to day operations and timely service delivery.
- Handled quotations, tenders, purchase orders, purchase invoices, and supported credit control activities.

- Managed direct communication with clients and their stakeholders, including service updates and issue resolution.
- Created and maintained PPM calendars, Gantt charts, and engineer reports.
- Maintained and updated the Digitize FM CRM, ensuring accurate records and workflow tracking.
- Took ownership of the role despite the field being new, adapting quickly and managing responsibilities independently.

**Member Support, Etech Global Services**

05/2023 – 06/2023

**Social Media Coordinator, Aussiz Group**

11/2020 – 11/2022

- Worked on coordination and communication processes across 16 branches in Australia through various platforms of social media, supporting teams during a period of process change.
- Learned and adapted to new workflows quickly to ensure day-to-day activities continued smoothly.
- Handled regular coordination between Migration Agents (MARA), education consultants, and prospective visa applicants using the company CRM and Napoleon.com ↗
- Provided basic guidance on Australian visa requirements, including PTE and IELTS, and connected visa enthusiasts with the appropriate MARA or education consultant.
- Managed calendars, follow ups & internal handovers to help teams stay aligned and responsive.
- Helped maintain clear communication across teams and consistent engagement with applicants across locations.

**Executive Assistant, Vodafone Shared Services**

05/2019 – 10/2020

- Managed high-volume inbound customer interactions for prepaid and postpaid SIM services within the New Zealand market, maintaining consistent service quality and resolution standards.
- Handled both prepaid and postpaid service domains concurrently, supporting a broader operational scope than standard role allocations.
- Utilised Siebel CRM to document customer interactions, track service requests, and ensure continuity across cases.
- Worked with Genesys based softphone systems to manage inbound call workflows efficiently and professionally.
- Used Excel for basic tracking, data updates, and reporting to support day-to-day operational requirements.
- Adapted quickly to changing workflows, including handling chat-based customer interactions during periods of increased operational demand.

## **Education**

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**Masters in Business Administration**

2025

Specialisation in Business Analytics

**BBA, Umiya Arts & Commerce College**

2020

Specialization in Finance

## **Languages**

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Hindi • English • Gujarati

## **Skills**

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- CRM Proficiency
- Accountability & Adaptability
- International Client Handling
- GIS System mapping
- Operations Management
- Active Engagement
- Complaint Handling
- Multichannel Support
- Contract Management
- Facilities Management