Megha Rawat

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Skills

Technical and Analytical Skills

ETL: Excel, Power BI, Tableau
Database: SQL
Programming: Python
Analytical Thinking
Data Visualization
Statistical Analysis

Soft Skills

Verbal Communication
Presentation Skills
Task Management
Collaboration
Problem Solving
Attention to Detail

Summary

Data analyst with a strong foundation in data visualization, statistical analysis, and database management. Transitioning from customer service roles in the credit card and travel industries, I have successfully led projects reducing operational errors by 5% and boosting customer satisfaction by 10%. Proven ability to transform complex datasets into actionable insights, driving data-driven decision-making and innovation. Seeking to leverage my analytical skills to further enhance business performance.

Work Experience

Travel Counsellor at American Express — Nov 2021 – Present

- Revamped biweekly team updates with the 'Ticketing Inshorts' newsletter, spotlighting ticketing performance trends across all markets through a comprehensive dashboard. Also includes previews of upcoming events and acknowledges employee achievements and fostering engagement.
- Developed and managed a Power BI dashboard, achieving a 5% reduction in airline ticket rejection rates and enhancing control measures, aligning with KPIs for 2023.
- Streamlined ticketing operations using Sabre software, ensuring 100% adherence to SLAs and TATs; collaborated with airlines to prevent revenue loss, maintaining a 98% accuracy rate in fare management.

Service Advisor at British Airways — Nov 2017 – Nov 2021

- Trained 50+ new hires on Amadeus software and customer-centric practices, enhancing customer interactions and reducing onboarding time by 20%.
- Generated team performance reports, leading to Excel dashboards that increased CSAT by 10%. Implemented targeted training for high AHT and empathy issues, resulting in a 15% improvement in target achievement and quality standards.
- Managed travel itineraries for over 1000 customers via phone and email, ensuring a 98% resolution rate and enhancing customer satisfaction.

Process Associate at Genpact — August 2016 – September 2017

- Addressed 200+ customer queries monthly on account operations via email and phone, maintaining a compliance rate of 100%
- Verified credit card defaulter contact details and communicated payment due dates, improving recovery rates by 10%

VIRTUAL INTERNSHIPS

- Data Analytics Project Internship by AiVariant, Excelr   Oct 2023 - Mar 2024

PROJECTS

HR: Attrition Insights   Link

- Conducted ETL processes: cleaned 5000+ records of employee data in Excel, imported it into MySQL, and created interactive dashboards using Power BI and Tableau.
- Identified key strategies to improve attrition rates, such as implementing employee surveys and professional development programs, theoretically contributing to a projected 20% reduction in attrition.

High Cloud Airlines   Link

- Analyzed profitability challenges in the airline industry, addressing theoretical high fixed costs, price-sensitive passengers, and seasonal fluctuations.
- Cleaned and analyzed 10,000+ rows of flight and revenue data in Excel, created interactive Tableau dashboards for key metrics, theoretically increasing load factor by 5% through data-driven insights.

GuestPulse: Hotel Feedback Analysis   Link

- Enhanced theoretical customer satisfaction and loyalty metrics by analyzing diverse feedback sources and gender insights.
- Developed an interactive Excel dashboard using Power Query, theoretically improving response rates by 15% through effective visualization of feedback ratings and demographics.

ACHIEVEMENTS

- Bronze award, Genpact.
- Vertical Superstar, British Airways.
- Revenue Superstar, British Airways.
- Winner of ICAN 4.0, American Express.

' EDUCATION

- IGNOU, Delhi MA in Economics   Aug 2017 – Mar 2021
- Delhi University, Delhi BA Honors in Economics   Jun 2013 – Jun 2016

COURSES

- Data Analyst, ExcelR   May 2023 – Mar 2024
- Pre-MBA Statistics, IIMA - IIM Ahmedabad   Feb 2024