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

SUMMARY

Transitioning from customer service roles in credit card and travel industries, I'm pursuing a career in data analysis. Skilled in data analysis, I have a proven ability to derive actionable insights from complex datasets. My experience in real-world projects highlights my adaptability and analytical capabilities. Eager to apply these skills to drive innovation and contribute to data-driven decision-making in a new role.

WORK EXPERIENCE

Travel Counsellor at American Express   Nov 2021 – Present

- Crafted a newsletter summarizing TLS ticketing team stats and process updates, providing vital support and raising awareness among team members about performance.
- Developed and managed a Power BI dashboard, achieving a 4% reduction in airline ticket rejection rates and enhancing control measures, aligning with KPIs for 2023.
- Managed ticketing operations efficiently using Sabre software, consistently meeting SLAs and TATs, while also collaborating with airlines to prevent fare loss.

Service Advisor at British Airways   Nov 2017 – Nov 2021

- Provided extensive training to new hires on Amadeus software and customer-centric practices, incorporating soft skills and quality measures to elevate customer interactions to excellence.
- 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.
- Crafted and adjusted travel itineraries via phone and email using Amadeus, ensuring swift resolution and seamless customer satisfaction.

Process Associate at Genpact   August 2016 – September 2017

- Consistently met targets by promptly addressing customer queries on account operations via email and phone, ensuring compliance.
- Confirmed credit card defaulter contact details via phone and conveyed payment due date information via email or phone.

VIRTUAL INTERNSHIPS

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

PROJECTS

HR: Attrition Insights   [Link](#)

- Performed ETL process by cleaning data in Excel, importing it into MySQL, and creating insightful dashboards using Power BI and Tableau.
- Employee surveys, professional development, competitive compensation, enhanced communication, and recognition programs were identified as key strategies to improve attrition rates.

High Cloud Airlines   [Link](#)

- Identified airline industry profitability challenges: high fixed costs, price-sensitive passengers, and seasonal fluctuations.
- Cleaned and analyzed data in Excel, then created Tableau dashboards for key metrics: load factor, preferred carriers, top routes, and flights by distance.
- Concluded that aligning load factor strategies with passenger values using data-driven insights enhances effectiveness, drives engagement, and improves service for High Cloud Airlines.

GuestPulse: Hotel Feedback Analysis   [Link](#)

- Enhanced hospitality customer satisfaction and loyalty metrics by leveraging diverse feedback sources and gender insights.
- Developed an interactive Excel dashboard using Power Query to visualize feedback ratings and demographics effectively.

ACHIEVEMENTS

- Bronze award received in Genpact.
- Vertical Superstar received in British Airways.
- Revenue Superstar received in British Airways.
- Winner in ICAN 4.0 in 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