

## Rishav Mishra

Project Manager | Data Analyst

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### Professional Summary

Data and Project Management professional with **4** years of experience managing complex projects, designing dashboards, and delivering scalable solutions for **25+ brands** across diverse industries. Skilled in automating workflows, developing sentiment analysis models, and creating integrated tools to support enhanced decision-making. Proficient in leveraging industry-relevant tools and technologies to optimise processes, improve operational efficiency, and drive impactful business outcomes.

### Professional Experience

#### ConvergenSEE India | 3 Years 10 months

##### Team Lead – Data Management

Jan 2023 – Dec 2024

##### Driving Client Engagement and Stakeholder Management

- Partnered with clients and stakeholders and developers to understand their needs, ensuring project goals were aligned with business objectives.
- Designed interactive dashboards in **Power BI**, enabling real-time insights and improving client reporting accuracy, consolidating metrics and reports of different services/platforms for **15+ brands** across different industries.
- Integrated customer feedback tools using **GPT models**, creating sentiment analysis models to enhance engagement, flag negative comments and complaints generating actionable insights for decision making.

##### Solutions Design and Workflow Optimization

- Worked with the product team to develop and deploy a **comprehensive digital marketing tool** that integrates data from multiple platforms, optimising workflows, improving efficiency, and centralising campaign management, ticketing, budgeting, and reporting for **Enterprise to Local brands** on a single interface.
- Collaborated with clients, vendors and internal stakeholders to design ORM and online fraud management solution for one of the leading private banks in India.
- Led **end-to-end management and delivery** of a centralised data repository, enabling cross-functional teams to access key insights quickly and improve decision-making.
- Developed an in-house web tool with robust backend capabilities, streamlining client data access from major advertising platforms through **SQL scripting, API integration**, and dynamic filtering, while overseeing end-to-end project execution, including data modelling, **ETL pipeline development**, and cloud deployment on **RDS and EC2**.

##### Leadership and Team Collaboration

- Led cross-functional teams to deliver **high-impact projects** on time and within scope, ensuring clear communication across departments.
- Provided **mentorship and support** to team members, improving productivity and fostering a collaborative environment.

#### Data Analyst and Coordinator

Feb 2021 – Jan 2023

##### Data Analytics and Visualisation Expertise

- Cleaned, organised, and analysed large datasets, ensuring **operational readiness and accuracy**.
- Delivered detailed and customized dashboards tailored to client requirements, improving real-time tracking of key metrics.
- Automated manual reporting and lead extraction workflows using advanced Excel, reducing effort by **60%** and saving time.

##### Solutions Design and Reporting Innovation

- Streamlined reporting processes, cutting down time by **65%**, and improving the overall efficiency of data operations.

- Built scalable reporting solutions that aligned with stakeholder expectations and supported better business decisions for brands across Automobile and Electronic retail Industry.

### **Stakeholder Support and Collaboration**

- Worked closely with stakeholders to understand project needs and provided actionable data insights to drive outcomes.
- Collaborated with teams to develop reporting solutions that aligned with long-term goals and addressed operational challenges.

### **Shapoorji Pallonji Real Estate**

Apr 2020 – Jun 2020

#### **Sales Intern**

- Sourced and onboarded strategic channel partners to drive engagement for SPRE's Northern Lights Project.
- Built and nurtured strong relationships with channel partners to ensure sustained collaboration and alignment.
- Generated high-quality leads through proactive channel partner outreach and engagement initiatives.
- Facilitated on-site customer interactions to enhance project visibility and drive conversions.

### **Skills**

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- Client Engagement
- Stakeholder Management
- Strategic Planning
- Project Management
- Product Expertise
- Solutions Design
- Team Leadership
- Data Analytics
- Data Visualisation
- Thought Leadership

### **Tools and Technologies**

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- Advanced Excel, Google Sheets
- SQL
- Google Analytics, Microsoft Clarity
- Visualisation Tools (Power BI, Looker Studio, Tableau)
- Prototyping/Workflow Tools (Figma, Visio)

### **Academic Qualifications**

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#### **PGPM (Marketing & Analytics)**

2019 – 2021

ICFAI Business School, Mumbai

#### **Bachelor in Management Studies**

2015 – 2018

Mumbai University