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Summary

I am pursuing mba in MARKETING and BUSINESS ANALYTICS from birla institute of technology mesra. I have completed my graduation in bcom from Marwari college ranchi. Worked as trainee in operations team of NIPL with reliance jio. I consider myself as a hardworking person with good communication skills.

Experience



Customer Service Associate

Amazon

Sep 2023 - Feb 2024 (6 months)

1. Handling voice call of US retail.
2. Handling customer queries of pre-order and post-order queries.



Business Analyst Intern

EClytics Consulting

Feb 2023 - Mar 2023 (2 months)

1. Creating dashboard in business intelligence tools for analyzing data in Power BI and Excel.
2. Perform dax queries and functions in power BI.
3. Used advanced excel to create pivot table and lookups function.
4. Analyze data and present it through reports that can help in decision making.



Business trainee

ICICI Prudential Life Insurance Company Limited

Jul 2021 - Aug 2022 (1 year 2 months)

Worked as business trainee in patna location. Looked after new business generation and documentation of investment and insurance business in banca channel.



Digital Marketing Intern

Augmenting Times

Aug 2020 - Sep 2020 (2 months)

Digital Marketing intern at Augmenting Times

Education



BIT Mesra Student-Industry Relations Cell

Master of Business Administration - MBA, Marketing and Business analytics

2019 - 2021

Marwari College

Bachelor of Commerce, bcom accounts hons
2016 - 2019

saraswati shishu vidya Mandir
12th, commerce
2014 - 2016

Skills

Scrum • Dashboards • Computer Science • Canva • Customer Interaction • Knowledge Acquisition •
VBA Excel • Quantitative Analytics • Financial Data • Microsoft Word