

# Neeraj Sharma

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## Summary

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A management professional with 2+ years of experience as a Business Reporting Analyst (MIS) in different projects of Air France & KLM. Responsible for analysing the business needs and identifying business problems and proposing solutions to client, management & internal team. Highly ethical, trustworthy and discreet adept at working in high pressure environments with strict deadlines and multiple deliverable.

## Education

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**Maharaja Ganga Singh University Bikaner | Bikaner, Rajasthan**  
**M.SC. (COMPUTER SCIENCE) | 08/2020**

## Experience

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**FCM Travel Solutions | Noida, UP**  
**Executive | 06/2024**

1. Assisting in strategic planning and implementation of new or existing information systems
2. Maintaining and updating databases to ensure information accuracy
3. Preparing and presenting reports based on the analysis of this data
4. Checking and cleaning data, taking special care to replace erroneous values with correct figures
5. Enhance customer service quality and satisfaction
6. Technical documentation writing
7. Provide support and troubleshooting assistance to users on various system related issues
8. Collect and document business process requirements
9. Data analysis and manipulation using SQL and other tools Analyzing data to identify trends and establish key performance indicators (KPIs)
10. Manage day-to-day operations, overseeing the operations team and department.
11. Implement quality assurance measures for products/services and monitor production KPIs.

**ISC IT SERVICE PVT LTD | Delhi**  
**Reporting Analyst | 10/2021 - 02/2024**

1. Collecting, analyzing and disseminating data in a time-sensitive manner to the management.
2. Pulling data to develop recurring or one-time reports
3. Create and maintain Daily.Monthly & weekly Report.
4. Locating and fixing errors in reports.
5. Checking and cleaning data, taking special care to replace erroneous values with correct figures
6. Handle project in Jira
7. Support desk and handle clients mail.
8. Acquiring data from primary or secondary data sources and maintaining databases
9. Filter and "clean" data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems

**Align Skills Edutech Pvt Ltd | Hanumangarh, Rajasthan**  
**Data Specialist Intern | 02/2019 - 12/2019**

1. Create and maintain Daily.Monthly & weekly Report.
2. Support desk and handle clients mail
3. Handle small projects, present results and meet deadlines by collaborating multiple projects
4. Acquiring data from primary or secondary data sources and maintaining databases
5. Managing day-to-day operations.
6. Tracking and reporting on operational performance.

## Skills

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SQL Server Management Studio, Advanced Excel, Power BI, Client Data Reporting, Data Management, Data Visualization, Jira, Jira Service Desk, Client Mail Handling, Microsoft Outlook, Pivot Tables, Powerpoint, Google sheet, Microsoft Word, Power query, ETL (Extract Transform Load), Excel Dashboard

## Project

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### Air France & KLM (ISC IT SERVICE PVT LTD)

#### Data Analysis

1. Conducted thorough analysis of airline operations data to identify trends, patterns, and areas for improvement.
2. Utilized data analytics tools to extract actionable insights and support decision-making processes.

#### Performance Monitoring:

1. Developed and maintained performance monitoring systems to track key performance indicators (KPIs) for operational efficiency and customer satisfaction.
2. Prepared monthly, quarterly, and yearly reports to provide insights into performance trends and areas for optimization

#### Process Improvement:

1. Identified process inefficiencies and recommended solutions to streamline operations and enhance productivity.
2. Collaborated with cross-functional teams to implement process improvements and drive organizational change

## Certificates

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KPMG Data Analytics ( virtual internship) , Introduction Data Analyst ( Simplilearn), Microsoft Power BI (Udemy)

## Languages

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Hindi, English

## INTERST

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1. Reading News Paper
2. Travelling
3. Gym

## DECLARATION

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I hereby declare that above cited Information is true to the best of my knowledge and belief.If give a chance I can prove myself.

Date:

Place: Delhi

(Neeraj Sharma)