

ANUSHREE ROY

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KOLKATA, WB

PROFESSIONAL SUMMARY:

Diligent inventory data analyst and internet researcher with a 2-year background. Proficient in utilizing DMS systems for data cleaning and analysis. Specialized in researching and extracting contacts of potential customers, contributing to effective communication strategies. Demonstrated expertise in optimizing inventory processes for informed decision-making in the automotive industry.

CORE COMPETENCIES:

Data Analysis • Data Visualization • Research Proficiency • Quantitative and Qualitative Research • Presentation Skills • Report Building • Dashboard Creation • Data Structures • Data Cleaning • Attention To Detail • Advance Excel • Critical Thinking • Pivot Tables • Salesforce

EDUCATION & CERTIFICATIONS:

BACHELOR OF SCIENCE | UNIVERSITY OF CALCUTTA | 2019

GOOGLE DATA ANALYTICS CERTIFICATION | COURSERA | MAR 2023

PROFESSIONAL EXPERIENCE:

Jan 2022 – Feb 2024

Izmo (Inventory Data Analyst/ Internet Researcher)

- Developed and refined data analysis processes aligned with business objectives.
- Transformed raw data into a more interpretable format, facilitating comprehensive spreadsheet analysis.
- Collaborated with COBOT system to enhance data interpretation and processing efficiency.
- Conducted training sessions on data retrieval and report generation for senior management.

PROJECTS:

WARRANTY ANALYST MANAGEMENT PROJECT: Specialized in extracting and developing reports from various DMS systems, enhancing data accuracy and dealer reimbursement through Power BI.

DAILY AND WEEKLY SALES REPORT: Prepared summary sales reports by fetching data from CRM and utilizing Power BI. Maintained up-to-date online spreadsheets by employing Pivot Tables and VLOOKUP in Excel.

AMAZON WORKSPACE PROJECT: Managed a cloud database server for client car dealers, uploading appropriate images and fully handling data on the cloud database server.

ZOHO MIGRATION PROJECT: Led a critical data migration project, transferring data from online spreadsheets to the Zoho Platform.

WEB DMBS PROJECT: Managed dealer inventory data, including images and website info, conducting quality checks and database maintenance, and utilizing CRM for communication.

TTEC(Customer Service Representative)

May 2021 - Dec 2021

- Conducted research on member accounts with the help of research tools and took necessary steps to keep the e-commerce platform fraud free.
- Managed daily handling of bulk emails and escalations, ensuring timely and effective resolution.
- Utilized advanced analytical tools for thorough investigations into customer issues, aiding accurate problem diagnosis and contributing to timely resolutions for account escalations.

Concentrix(Operations Representative)

Oct 2020 - May 2021

- Provided tailored solutions for client issues efficiently as an Operations Representative in a blended process.
- Responded to contractor and customer queries through various channels, utilizing data analytics to provide well-informed answers, detailed information, and effective problem-solving strategies.

PERSONAL PROJECTS:

Excel with interactive dashboard : Demonstrates advanced Excel skills in data analysis and visualization.

SKILLS GAINED :

SQL

Website Research

Inventory Analysis

Pivot Tables

Data Visualization

Dashboards

CRM

Data Processing

Spreadsheet Analysis