Maulesh Rajput

Retail Engagement Analyst

8 Years of experience in Market Research including 7+ months of experience as Retail Engagement Analyst in Tata Consultancy Services

Experience

2018-11 - present

Retail Engagement Analyst

Tata Consultancy Services

- Interacting with retailers of North American Market to provide E2E support for Onboarding Process
- Address and solve service level queries
- Maintain communication with end retailers for providing tools to access the raw data
- Provide customer service to existing accounts, ensuring client satisfaction and order renewal
- Review and adjust project plans to minimize and eliminate roadblocks
- Maintain client list and perform outreach calls, consistently meeting expectations of 4 to 5 calls per day
- Identify opportunities for account growth based on knowledge of market trends and competition

2011-10

Senior Business Analyst

Tata Consultancy Services

- Created and presented real-time reports on current market conditions to upper management
- Implemented updated require procedures to rectify issues in data collection and analysis, resulting in end reports
- Mentored and guided executive team during business development decision-making to optimize profitability, marketing strategy and communications planning
- Created documentation outlining research findings for use by project managers and customers to make accurate decisions about future plans
- Ran & Implemented project designs into Project Execution
- Drive/participate in project calls
- Ensured correct understanding of change requests from several stakeholders
- Supported teams in effort estimation for new work & help implement on the floor
- Engaged in critical project discussion with key stakeholders
- Supported for other process activities (SOPs, KPIs etc)

Education

2013-07

Master of Commerce, Sardar Patel University, Anand

Certificates

Data Scientist with R Programming certification

Business Analytics with Excel_Training Certification

Certified Python Basics Professional_Training Certification

Data Scientist with Python_Training Certification

Personal Info

Phone

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E-mail

maulesh.rajput@yahoo.com

Date of birth

1991-04-23

Skills

Data Analysis

Sales force Application

Basic Python Calculations(via Jupitar)

SQL developer (basic level query logging)

Project management