

Nitin R. Khante

Achievement-driven Professional targeting assignments in **Business Analyst** with a leading organization of repute.

Location Preference: Any location

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Profile Summary

Career Objective: -Offering strong knowledge of business processes and ability to analysis the data and suggest the process changes and process improvement to improve the overall customer experience. Looking to obtain as Business Analyst position in a fast-paced organization where excellent data wrangle and storytelling will be utilized to achieve organizational. Have gained good exposure to understand various aspects of

- Significant experience of over **6 years** in driving overall in Analyzing business operations and Sales performance data (in sync with the macro organizational plan).
- Strong acumen in organizing, analyzing, synthesizing and/or summarizing data using appropriate methodologies
- Keen analyst with excellence in gathering and understanding requirements of clients & other multiple stakeholders (at strategic and tactical levels), followed by translation into functional specifications as well as provisioning of suitable solutions
- An effective leader with proven abilities in working with crosses cultural teams during the project phase.

Core Competencies

Business Analysis
Data cleaning

People Analysis
Customer complaint
Analysis

Excel
Team Management &
Leadership

Work Experience

Since Sept 21 – till date with Fliplearn Education Pvt. Ltd., as Senior Manager (Project - Sales force ,Sales performance analysis)

- Currently working as senior manager involved in responding to medium and large customers.
- Preparing the sales KPI Dashboard.
- Customer buying trends analysis.
- Analysis end to end business Operations Team performance Analysis preparing dashboard.
- Perform Deep dive ticket data analysis using SQL,MS-Excel and present insights in the form of presentation.
- Understand the requirements from the customer and convert business requirement into technical requirement for technical stakeholders.
- Responsible for communicating the insights to the customer during customer meet and help them understand the technical solution

Oct'18 – Sept 2021 with Extramarks Education India Pvt. Ltd., as Assistant Manager (Project- School ERP,LIVE Platform & Teachers App)

- Developing efficient and intuitive marketing strategies using descriptive analysis.
- Analysis end to end business Operations Team performance Analysis preparing dashboard
- Collaborating with service team in preparing budgets and monitoring expenses
- Managing all the database.
- Conducting market research and analysis to evaluate trends, brand awareness and competition ventures.
- Designing and developing Tableau Dashboards according to application requirements and demands of the business process.
- Developing reports and dashboard with Tableau
- Designing data models, building dashboards & reports, building ETL processes, and implementing Data Quality & Monitoring Tools, Reporting/Analytics Tools and mapping those to optimal business solutions

July 17- June'18 with Appsoft Infosystem Pvt Ltd as Business development Manager (Sales and Operation)

- To visits schools.
- Handling existing clients and creating new potential clients.
- Product Presentation(School ERP)
- Managing all the database.
- Conducting market research and analysis to evaluate trends, brand awareness and competition ventures.

Feb 16- May'17 with Next Education India Pvt. Ltd as Business

Development Manager Operations

Key Result Areas:

- ☐ Handling Customer compliance.
- ☐ Ensured that client complaint is managed with in TAT &
- ☐ SLAs Assessed the customer escalations and customer retention.
- ☐ Monitored monthly report preparation and analysis for Complaint, Service Delivery.
- ☐ Organized monthly team reviews and managed vendor meeting.
- ☐ Developed SOP for process improvement through identification & implementation of changes to the process. Hiring new talent as per the load and requirement.
- ☐ Co-ordination with different stockholders for closing escalation complaint/high priority task.

Technical Literacy

SQL
TABLEAU
DASHBOARDS

C,C++
MS-EXCEL
MS-POWERPOINT

PYTHON

Personality Profile

A dedicated and self motivated individual with good technical and management skill My key strengths are:

- Self-starter, a fast learner, flexible and able to quickly adapt to new situations.
- Team facilitator (leadership/motivation skills).
- Proactive Nature
- Broad Minded
- Positive Attitude

Achievements

- National Level Certification in Scuba Diving("NCC" Conducted)
- NCC 'C ' Certificate
- IELTS Secured 5.50 Bands (Jun 2013)
- Secured 1st Position in "Management Information System" in Seminar 2014

Declaration:

I hereby informed that the above information is true and correct to the best of my knowledge.

Place: Nagpur

Date:

Nitin R.Khante

