ROHAN PATIL

ANALYST | DATA MANAGEMENT

CONTACT

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PROFILE

Bachelor in Computer Science graduate with a strong passion for data analysis. Skilled in SQL, data visualization. data management, reporting, and customer satisfaction analysis, and as a Customer Support Executive, excelling in inbound & outbound customer interactions, ticket management, escalation handling, and feedback analysis. Adept at transforming data into actionable insights through Excel reporting and trend analysis. Seeking an Analyst role to contribute to a dynamic and growth-oriented organization.

EDUCATION

Oct 2021 - April 2024
NORTH MAHARASHTRA UNIVERSITY
- Bachelor of Computer Science
- A+ Grade/8.94CGPA)

Jun 2020 - May 2021
S.S.M.M.ARTS, SCIENCE & COMMERCE.
- Major Subject : PCMB (75.17%)

WORK EXPERIENCE

Einzigartig / Tushar Dresses And Tailoring Firm   **DEC 2024 - SEP 2025**
Customer care executive

- Maintained and monitored aging tickets, successfully reducing service delay by tracking and updating follow-ups in Excel reports.
- Drafted and sent escalation mails to internal teams and stakeholders for critical and delayed issues, ensuring accountability and faster resolutions.
- Prepared daily and weekly follow-up and performance reports in Excel for team leader reviews.
- Proficient in using CRM tools and Excel for data entry, tracking customer service progress, and improving service turnaround time.
- Experince of inbound and outbound customer calls, ensuring prompt resolution of service-related queries., registered complaints and service requests, and ensured accurate ticket logging using CRM System.

✅**Achievement:**
🏆**Awarded Best Performer of the Month for outstanding support and maintaining high customer satisfaction ratings & Sheets 2X**

Sundaram Enterprises Pvt Ltd   **Jun 2024 - Nov 2024**
MIS Executive Intern
- **Data Systems**: Ensure accurate data collection, analysis, and reporting.
- **Decision-Making Support:** Provide timely and relevant information to various departments.
- **Management Information Systems:** Ensure the smooth functioning of these systems to support organizational processes.
- **Skills:** Database Management, Data Analysis & Reporting, Data Collection, ETL, Power BI, SQL, MSExcel

SKILLS

- Project_Management
- Public_Relations
- Teamwork
- Time_Management
- Analytical_Thinking
- Effective_Communication
- Critical_Thinking

TOOLS&TECH

- RDBMS   SSMS/MySQL-
- SQL MSExcel PowerBI
- CRM-System/(Quick Call)
- Language(English/Hindi)

SOFT SKILLS

- **Strong problem-solving and Critical thinking skills.**
- **Attention to detail and accuracy in data analysis and reporting.**
- **Time Management, and Curiosity about learning new things.**
- **Strong communication skills and ability to work in team and collaboration.**