

Samanway Shree Pandey

Business Consultant | Business Analyst | Data Analyst

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Personal Statement

An experienced Consultant and Analyst, with over 4 years' worth of Business understanding and wealth of experience with regards to effectively liaising with multiple stakeholders around the business on a number of different projects.

Dedicated team builder with the ability to effectively manage and achieve project goals, leveraging my complex understanding of systems engineering and process improvement concepts.

Currently studying MSc Business Psychology at Heriot-Watt University and looking for an opportunity to complement my knowledge. Flexible with regards to working hours and traveling.

Key Skills

Leadership and Teamwork.
Communication and Negotiation.
Digital and Content Strategy.
Design, Development, Deployment and Delivery.

Data Analysis.
Microsoft Office Suite.
SQL, Tableau, Eclipse, VS Code.
API Testing and UAT.

Employment History

Customer Success Specialist, Perfios Software Solutions Pvt. Ltd., India

(April 2019 – September 2020)

Achievements and responsibilities:

- Analysed Business, User and Technical requirements for proposed SaaS/Web-based solutions through interviewing, prototyping and client consults resulting in seamless API integrations.
- Performed Quality Assurance checks, System Integration and User Acceptance Testing facilitating on-time, on- budget and acclaimed “go-live” of enterprise implementations for global users.
- Conducted business process analysis for mapping end to end customer journey and identify critical issues and gaps for an established organizational process for faster credit decisioning process.
- Independently Managed Portfolio of Accounts comprising of Banks, SMEs and Leading FinTechs: ICICI, Piramal, Bajaj, Incred, Flexiloans, GrowthSource etc.
- Partnered with developers to Automate Manual Processes for Bank Statement Analysis and thus improving Categorization Engine, saving time and money while decreasing errors.
- Serve as main point of contact for developing, refining and troubleshooting the operational and technological aspects required for product integrations and after delivery service.
- Information Lifecycle management – BRD, Specification Sheet, Change Requests, Contract Management, and recommendations for customer journey enhancement for end user friendly customer engagement.
- Data Analysing through report reconciliation and extraction using analytical tool like Excel and Tableau, performed analysis and significantly improved Turn Around Time and Lead Time for clients i.e. Process Improvements and cost reductions by 20%.
- Endorsed Fraudulent Check Unit and worked with Technical as well as Product team to help increase product effectiveness and in turn increasing customer satisfaction and winning closures.

- Design and Content Editing – Creating the theme for the Quarterly Newsletter, integration among teams and setting budget and then content designing, proofreading and publishing.

Executive- Operations and Catalogue, TrendArrest Clothing Pvt. Ltd., India

(September 2015 – September 2016)

Achievements and responsibilities:

- Managed Portfolio of Accounts on e-commerce marketplace like Amazon, Flipkart, Myntra etc.
- Managed and Over-see Brand's Marketing campaign with celebrity S. Leone involving product designing, conceptualization and photoshoot for Marketing and Catalogues.
- Single Handedly administered every aspect of eCommerce business- Collaborated with stakeholder groups across Supply Chain to ensure business and technology alignment.
- Online Retail & Digital Marketing Management – Vendor relationship at marketplace, using Google Analytics and Dashboard, forecasting production and implementing operations to accommodate and fulfil customer demands/PO.
- Design and Content Editing – Managing brand's online website, contents, social media and PR content editing, foreseeing- proofreading and decision making for publishing.

Production Executive, IPA Devices Pvt. Ltd., India

(September 2014 – August 2015)

Achievements and responsibilities:

- Presenting a professional and friendly first impression of the firm to all clients and stakeholders in the Supply chain.
- Internal communication – Answering incoming calls, query resolutions.
- Typing all necessary documents and correspondence as required.
- Printing any supplementary notes as required – Organisational Structure Study.
- Manufacturing line functioning knowledge and Running professional errands.

Education

Heriot-Watt University, U.K. – MSc Business Psychology

Psychology of Leadership, Marketing and Diversity

(September 2020 – Present)

Christ University, India – M.B.A. Lean Operations & Systems

Operations Management, Digital Transformation and Lean Principles

(May 2017 – Mar 2019)

Visvesvaraya Technological University, India – B.E. Computer Science

C++, SQL, DBMS and SDLC, Data Analytics

(June 2010 – July 2014)

Achievements

Active volunteer at CSR initiatives, currently part of SolidariTee community, UK.

Won Best Writer Award at Perfios' quarterly newsletter.

Won First prize at Country's National level and State Level Technical Paper Presentation.

Hobbies & Interests

I am an avid Reader. I spend my time reading, researching and writing about perspectives.

Every morning motivates me, I enjoy a life of fitness activities and everyday learnings.