

## RESUME

Himanshu Goswami

Business Analyst

Take charge leader who quickly overcomes growth challenges, leveraging skills in mentoring professional for achieving excellence in the business, offering over 6 years of experience.

Acknowledged for strengthening the companies to lead in highly competitive market and for delivering innovative business concepts and strategies.

### Contact



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P-12, Mehrauli, Delhi



26 Mar 1992

### Core Competencies

Business Analysis & Development



Strategy Planning



Business Planning



Sales & CRM management



Operations & Team management



### Courses

- Audi DMS
- Audi SFDC
- Seven habits of highly effective people
- Business Strategy Planning
- Six sigma green belt

### Work



**Porsche**

28-Oct-2018 to till date

#### Business Analyst

- Sales team performance (Target planning & Monitoring)
- Leads tracking (Source wise planning & Monitoring)
- Market Research
- Retail planning & Forecasting
- Audit Sales process & Sales documentation
- Financial Planning & Variance measuring
- Daily activities



**Audi**

18-Dec-2013 to 27-Oct-2018

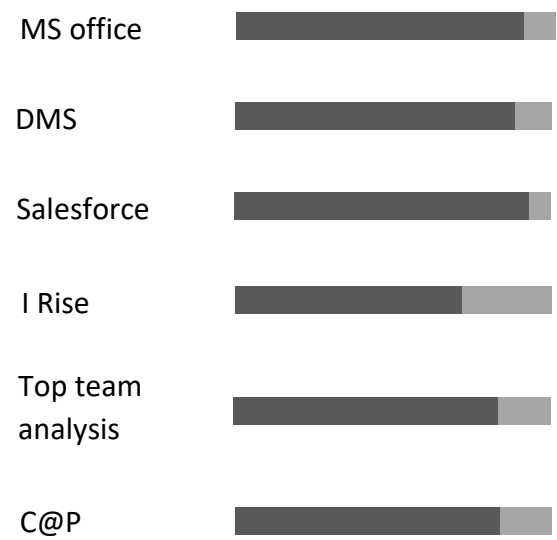
#### Accessories Business Head & Business Analyst

- Oncore project (Business analysis, opportunities & solutions)
- Performance measurement of Audi Aftersales & Oncore
- Dealer Performance
- Score Card
- Extended Businesses
- Process enhancement through technologies
- Reservation Process
- Induction process for new joinee
- Project Management
- Accessories Business performance
- Insurance & EW team management

#### Service coordinator & Reservation Team Leader

- Business KPIs
- Production Analysis
- Coordination between departments in Aftersales
- Monitoring of key areas related to Aftersales i.e. Delivery, Production & Parts ordering by Service Advisor
- New business chain developments
- Performance of individual departments monitoring

Software & Tools



Project

- Extended business : Accessories, insurance & Extended warranty
- Business Score Card
- Project MBO : Performance management
- System automation & Dealer development
- Oncore & Oncore Impact : Customer loyalty programme
- Reservation: Audi Aftersales
- Operation Chrysalis

Hobbies



Assistant business development manager & Data Analyst

- Making daily, weekly & monthly closing reports
- Entire database of Repeat repair analysis
- Entire database of (Quality) Q-check analysis
- SCP (Service Core Process) audit analysis
- Capturing Technician’s efficiency tracking
- Preparing Dashboards & Scorecards of :
  - Daily Billing
  - Dashboards (Workshop, Bodyshop & Parts)
  - Service Advisor wise performance report
  - Value adds & Accessories achievement report
  - Turned up, Walk-in & No shows analysis
  - Job card analysis
  - Performance report

Extramural Engagements & Accolades

- Best employee of the year in 2016
- Distinction of winning several District Level Debate Competitions in School

Professional Skills



Education

- Bachelor, Engineering @ UPTU, UP **2013**  
Mechanical Engineering with 74% and Thesis and practical on Living energy project
- 10+2 @ MGIC, UP **2009**  
Completed with 70% and awarded as bright student in state

