

RESUME

Vipul Solanki

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An experienced Team Leader who have more than 14 years of total experience in different fields with combination of creative ability and analytical skills; punctuality and the zeal for hard work and creative learning, is keen to transform career and use the skills and knowledge acquired during the academic tenure and to further enhance the skills and knowledge to meet the industry standards.

To further enhance my career, I switched to data analysis field before 3 years. Learned SQL, Power BI and earned various certificates to strengthen my skills.

PERSONAL INFORMATION:

Date of birth : 21st August 1984
Gender : Male
Marital status : Married
Nationality : Indian
Language known : English, Hindi, Gujarati
Hobby : Learning new skills

EDUCATIONAL DETAIL:

Exam passed	University/board	Year of passing	Stream	Percentage/class
S.S.C.	C.B.S.E.	June - 1999	-----	59%
H.S.C.	G.S.E.B.	June - 2004	Arts	65%
B.A.	Guj.University	June- 2007	English	II class

Skills:

- Microsoft Power BI Desktop & Services
- Data visualization and modeling
- Data query language: SQL, DAX, MDX
- SQL Server: MS SQL, MySQL and PostgreSQL
- ETL (SSIS, SSAS, SSRS)
- Microsoft Excel and Access (Advanced, VBA, Macros, Pivot)
- Team management
- Critical thinking
- Problem-solving skills

Certifications:

- ❖ Microsoft Power BI Desktop for Business Intelligence
- ❖ Advanced DAX for Microsoft Power BI Desktop
- ❖ Complete Introduction to Microsoft Power BI [2022 Edition]
- ❖ SQL & Power BI Your Data Analytics & Visualization Journey
- ❖ Complete Microsoft SQL Server Database Administration Course
- ❖ SQL - MySQL for Data Analytics and Business Intelligence
- ❖ Complete Introduction to Google Data Studio

Work experience:

Kataria Automobiles

Nov'22 till date

Work Area:

At Kataria Automobiles HO, I am working as a data analyst. I am leading a team of junior analysts to manage overall data and prepare various BI reports.

KRA:

- Oversaw data collection and consolidation for reporting
- Designed and built Power BI dashboards (containing KPIs, charts and custom calculations etc.) used to monitor performance metrics
- Connecting data sources, importing data, and transforming data for Business intelligence
- Automated all reports and dashboards with the help of SSIS
- Implemented row-level security on data along with an understanding of application security layer models in Power BI

Alinea HealthCare

Sept'17 till Nov'22

Work Area:

With AHCPL, I was working as a Team Leader cum Branch Manager. I was responsible for the overall business in Gujarat. We need to schedule and finalize pre-policy health check-ups for many leading insurance companies.

KRA:

- Meet with existing insurance clients and check if they are satisfied with our work, and if they have any additional work requirements
- Communicate with insurance advisors to fix appointments with medical centers
- Communicate with medical centers and advise them to finish all required tests with no inconvenience to the clients
- Submit medical reports to insurance HO within SL
- Managing the branch (handling petty cash, try to reduce office expenses etc.)

While working with AHCPL, I learned and mastered new skills with BI tools and SQL. With help of my newly acquired knowledge, I prepared various dashboards for my organization in Power BI and Google Data Studio.

Motif Infotech

Feb'11- Sept'17

Work Area (E-mail process):

I was working for an US based travel website. I was working as a Team Leader in the e-mail process. My key responsibility area includes providing guidance and feedback to the agents working in customer support to existing and prospective customers.

Achievements:

- Achieved and gone beyond all the metrics given to me on a monthly basis
- I was top performer for several months, started from the fourth month of joining the campaign
- Helped other team members by giving coaching and guidance whenever required and asked by my TL & Supervisor

Based on my performance, hard work and skills, I was promoted as a **Team Leader** (June, 2015). After that, below were my job responsibilities.

- Managing a team of 10-15 front line email executives
- Managing SL, Attrition, team productivity, quality and other performance parameters
- Client communication daily basis to send reports and escalate issues
- Preparing various complex reports in Excel

Etech, Inc.

Feb'09-Aug'10

Work Area:

I was working for a US based university. I was working as an agent in the chats process. My key responsibility area included providing information regarding benefits, fees and admission process.

Achievements:

- Achieved and gone beyond all the metrics given to me to achieve targets during training and incubation.
- I was top performer for consecutive eight months, started from the third month of joining the campaign.

Domestic BPO

Jan'07-Feb'09

I worked with all three major mobile network providers in Gujarat, i.e. Vodafone, Airtel & Idea. I was working as a frontline executive, and was attending inbound calls. My job profile includes assisting existing customers with their queries.

I herewith submit my resume to your esteemed company and do accept all the above details to be true. I also wish to have the golden opportunity of serving your company with the very best of my efforts.

Vipul Solanki