

Manisha Jayant

Research Analyst

Holds 3+ years of experience as a Data Analyst on multiple projects using Advanced Excel. Also responsible for analyzing the KPI employee dashboard and creating the tasks using JIRA for evaluating the employee performance data. Experience in Customer Review Analysis, Lead generation using MS-Excel which reviews product analysis for customer satisfaction. Hands-on experience with Data Visualization tools like Power BI and Tableau.

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WORK EXPERIENCE

RESEARCH ANALYST

AR Consulting (PREP Technologies)

04/2021 - 06/2022

<http://www.arconsulting.website/>

Achievements/Tasks

- Excelled at Client management and stakeholders Management by Coordinating and Assisting Project Manager in Project Planning, Roadmap creation, Team coordination, etc.
- Was responsible for Employee's JIRA Dashboard, sprint & backlog management and sprint planning, daily stand-up, and status Publishing.
- Provided easy-to-understand solutions in the form of dashboards by developing different chart types including Pie Charts, Bar Charts, Tables, Matrix Tables, Waterfall chart, Line Charts, Stacked Column Charts, and treemap.
- Created Custom columns and Conditional Columns in the Power BI using Power Query. Created Bookmarks in Power BI to move from one page to another page for easy navigation.
- Developed more than 90% of employee visual reports, KPI scorecards, and dashboards using Power BI desktop. Additionally, took the initiative to Automate Reports and data ingestion process reports using Advanced Excel.
- Handled Leads details gone for further checking on the Google and linked which contain the Leads' name and Website link but few cases are different in the Interest dashboard signal which needs to correct by verifying the Backend data.
- Processed and shortlisted potential buying leads for the vendors once completed and in an upward range of 400 leads generation on a daily basis.

Data Analyst

AR Consulting - (Prep Technologies)

12/2018 - 03/2021

Achievements/Tasks

- Worked on the client-vendor data which is required to analyze Testimonials and case studies, Videos.
- Understood & then Analyzed the vendor's stated content such as customer testimonials, success stories, case studies, and customer videos and added to the platform which provided the services to other business customers.
- Curated the platform assists potential B2B buyers in researching and discovering business software & services through vendor-validated customer references.

EDUCATION

Bachelor of Technology - Information Technology

Hindustan College of Science & Technology

08/2014 - 05/2018

10+2

Bhartiya Vidyapeeth Senior Secondary School

06/2013 - 03/2014

10th

Bhartiya Vidyapeeth Senior Secondary School

06/2011 - 03/2012

SKILLS

Power Bi

BI Dashboard

ETL Tool

DAX

Visualization

Data Analysis

Advanced Excel

Pivot Table

Pivot Charts

Data Analytics

Reporting

Tableau

SQL

SSIS

Jira

Data Mining

Power Query

Googlesheets

PowerPoint

Data Research

Teamwork

CERTIFICATES

Data Analytics Virtual Case Experience - Issued by Forage (PWC)

Completed Practical Tasks

Microsoft Power BI - LUDIFU

INTERACTIVE & LIVE TRAINING

Data Analytics using Microsoft Excel - LUDIFU

INTERACTIVE & LIVE TRAINING

Data Analysis using Excel - Great Learning

Excel Data Analysis with Pivot Tables & Charts - Udemy

PERSONAL PROJECTS

Bank Data Churn Analysis (10/2022 - 10/2022)

- Analyze the data and bring out few insights on the customer Churn. It is advantageous for banks to know what leads a client towards the decision to leave the company.
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Diversity & Inclusion - Forage (PWC) (10/2022 - 10/2022)

- # of men, # of women, # of leavers, % employees promoted (FY21), % of women promoted, % of hires men, % of hires women, Average performance rating: men, Average Performance rating: women.

Call Centre Trends - Forage (PWC) (09/2022 - 09/2022)

- Call Centre Trends, Overall customer satisfaction, Overall calls answered, Abandoned Calls, Calls by time, Average speed of answer, Agents performance, Calculated some measures using Dax, Created some Visuals for better understanding.

Consumer Complaints Analysis (10/2018 - 02/2019)

- Works on large data sets of consumer complaints and performs processing on large data sets to analyze the decision-making and identify the patterns which could improve the customer satisfaction index.

ACHIEVEMENTS

Outstanding Performer Award - Prep Technologies