BHARAT NADAR

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📍 Mumbai

SUMMARY

A bright, talented and self-motivated data analyst who has excellent organisational skills, is highly efficient and has a good eye for detail.

Has extensive experience of delivering high quality customer experience & satisfaction, discovering insights through an open minded and structured approach using qualitative methods while adhering to the work processes.

Able to play a key role in analyzing problems and come up with relative solutions as well as producing methodologies and files for effective data management. A quick learner who can absorb new ideas and can communicate clearly and effectively.

EDUCATION

Bachelor of Science in Information Technology

VIVEK COLLEGE OF COMMERCE (MUMBAI UNIVERSITY)

📅 06/2010 - 04/2013

- Pass Class

Higher Secondary Certificate (SCIENCE)

MATRUCHHAYA JR.COLLEGE

📅 06/2008 - 04/2010

- 56.83%

PROJECTS

Audiindia.com

Detailed information of the cars. Information about the latest features of the cars. Online registration of user. Administration will enter user detail in the database. Online booking of test drive of cars. Uploading of cars information by Administrator. User feedback. Sending updates through emails and SMS. Details of showrooms around India.

- Front end – Microsoft VisualStudio.NET 2010
- Back end – MS-SQL 2008

EXPERIENCE

Data Analyst/ Senior Executive

Cross-Tab | Global Market Research Company

📅 06/2014 - ongoing 📍 Seepz

Text Analytics/ Coding - Process of converting unstructured text into meaningful data for further analysis to measure customer opinion, product reviews, feedback, sentiment analysis, product concept evaluations,advertising testing to support fact based decision making.

- Manipulating, cleansing & processing data using Excel and SQL
- Responsible for loading, extracting and validation of client data
- Liaising with end-users and 3rd party suppliers from solution planning, sizing, to fulfillment
- Analyzing raw data, drawing conclusions & developing recommendations
- Advising on the suitability of methodologies and suggesting improvements
- Carrying out specified data processing and statistical techniques
- Supplying qualitative and quantitative data to colleagues & clients
- To do the User acceptance/ Quality testing in the final project
- Manage cost estimation and planning

CUSTOMER SERVICE ASSOCIATE – VOICE

Serco Group Plc

📅 06/2013 - 06/2014 📍 Kashimira

A leading provider of public services

- Registering/ following up customer's complaint in CRM for home appliances.
- Handling customer's feedback on service provided.
- Cultivating and retaining the healthy relation with customer.
- Enhancing the level of customer satisfaction.

SKILLS

Technical Skills

| MS Office | R | SQL | Tableau | Base SAS | Python |

Soft Skills

| Communication | Self-Motivation | Leadership |

| Responsibility | Teamwork | Problem Solving |

STRENGTHS

⭐ Attention to detail & ability to work in a pressurized time sensitive environment.

⭐ Experience running complex and high volume project

Technical Skills

| MS Office | R | SQL | Tableau | Base SAS | Python |