

Jithu Chandran C

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PROFILE SUMMARY

A proficient Business Analyst with four years of collective expertise in project management, business development, and data analysis within the BFSI Sector. Skilled in coordinating with stakeholders, refining strategies based on comprehensive feedback, and implementing innovative solutions to drive operational excellence and elevate customer satisfaction. Proven track record of optimizing product sales, streamlining processes, and fostering collaborative relationships across teams to achieve tangible business outcomes.

WORK EXPERIENCE

Assistant Manager-Complaint Management

Aug 2023 – March 2024

Suryoday Small Finance Bank Ltd | Belapur, Thane, India

- Collaborated with stakeholders, project leads, and developers to define project objectives and deliverables effectively.
- Utilized advanced data analysis techniques to examine customer pain points within the banking system.
- Developed Business Requirements Document by incorporating stakeholder requirements and customer feedback, prioritizing to align with project goals and objectives effectively
- Implemented an AI-based chatbot project, resulting in a notable 20% reduction in inbound calls and significant enhancement of overall customer services.
- Deployed a cloud-based dialer for the call center, improving customer connectivity, reducing wait times, and decreasing abandoned calls, thereby enhancing the overall customer experience.
- Implemented an AI-based voice bot system for outbound customer communication, providing real-time updates. Reduced manual outbound calling through automation.

Business Development Associate

Nov 2022 – Jul 2023

IDFC FIRST Bank| Juinagar, Navi Mumbai India

- Utilized Salesforce for detailed analysis of customer lead data across products like credit card and CASA, monitoring conversion rates.
- Configured lead data integration with CISCO dialer to enhance product sales effectiveness and reduce application processing time, improving operational efficiency.
- Used advanced Salesforce reporting tools to create comprehensive sales performance reports, offering actionable insights for resource optimization and performance enhancements.

- Collaborated with sales and digital marketing teams to translate Salesforce insights into targeted campaigns, resulting in significant sales growth and expanded customer acquisition efforts.

Project Manager

Oct 2020 – Oct 2022

Hitech Engineers & Contractors | Navi Mumbai, India

- Effectively manage and coordinate manpower, resources, and information to support and optimize site activities
- Oversee and manage B2B sales activities, leveraging manpower, resources, and information to drive revenue growth
- Collaborate with the sales team to develop effective strategies and action plans, ensuring alignment with organizational goals and objectives.

CERTIFICATIONS

Google Data Analytics Specialization

[View credentials](#)

Python for Everybody Specialization

[View credentials](#)

Career Essentials in Business Analysis by Microsoft and LinkedIn

[View credentials](#)

JPMorgan Chase & Co. – Agile Job Simulation

[View credentials](#)

EDUCATION

MBA in Operation Management (MBA)

Jan 2021 – Aug 2023

Indira Gandhi National Open University (Mumbai)

Bachelor of Technology (B. Tech.)

July 2014 – July 2019

University of Kerala, Kollam (India)

SKILLS

Business Analysis | Data Analysis | Analytics | Tableau | Power BI | Python | SQL | My SQL | R programming | Business Intelligence | BRD | FRS | Data Visualization | Microsoft Excel | UML | BPMN | Spreadsheet | Microsoft Office Suite | Microsoft Visio | Agile management | SDLC | Project Management | Operations Management | Adaptability | Knowledge of CRM Software | Problem-Solving | Decision Making | Banking Operations | Sales | B2B Sales | CASA | Underwriting | Email Process | Customer Service | Customer Support | Conflict Resolution | Effective Communication | Leadership | Relationship Building | Creativity