**AMIT xxx**

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**SENIOR PERFORMANCE REPORTING & ANALYTICS PROFESSIONAL**

PERFORMANCE REPORTING & ANALYTICS | SLA & KPI MANAGEMENT| PROGRAM MANAGEMENT| SERVICE DELIVERY | CLIENT SERVICING | TEAM MANAGEMENT

**Profile Summary**

* Highly self-motivated, result oriented, versatile MBA professional with experience in BI& Analytics, , Advising & Consulting Stakeholders on Process Improvements, Service Delivery, Program Management& Team Management across industry verticals of Mining, IT & Consulting & Banking

**Technical Competencies**

**Technical: Microsoft Power BI Certified**| **Tableau** | Advance Excel | SQL

 **Experience Details**

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| --- | --- | --- | --- |
| **S. No.** | **Company Name** | **Role**  | **Duration** |
| 1. | Cvent India | Leader - Sales Performance & Reporting | Since June 2019 |
| 1. | Indigo Airlines | Manager – Business Intelligence | Jan 2019 – June 2019 |
| 2. | Rio Tinto India Pvt. Ltd. | Sr. Advisor – Service Delivery Reporting & Analytics | Nov 2017 to Oct 2018 |
| People/ HR Analytics | Feb 2016 to Oct 2017 |
| 3. | Wunderman International | Deputy Manager – Marketing Reporting & Analytics | Jul 2012 to Jan 2016 |
| 4. | Microsoft India | Business Planning Analyst | Mar 2010 to Jun 2012 |
| 5. | HSBC Bank | Finance Executive | Nov 2008 to Mar 2010 |

**Cvent India Since June 2019**

**Leader – Sales Performance & Reporting (part of FP&A team)**

**Role summary –**

Leading the Sales Performance & Reporting team for fastest growing SaaS company, Cvent along with my team of five strong FP&A professionals

* Preparing annual budget for various sales divisions such as Enterprise, Mid-Market, and Hospitality & Third-Party Vendors for regions such as America, APAC & Europe
* Reporting of critical **Performance Metrics & KPIs** with management insights to financial controllers, sales leadership & CEO of the company and take corrective actions based on the recommendations
* Defining & maintaining **SLA** for contract management team & presenting the performance on a monthly basis to the wider audience. Owns escalations of tasks and provide RCA to stakeholders on a timely basis
* Working extensively on **Power BI** technology for providing insights & reporting to management
* **Operations management** by ensuring delivery of performance reporting to the stakeholders of various regions such as US, APAC, EUROPE
* Coaching a team of five senior professionals & responsible for overseeing the delivery to the stakeholders

**Indigo Airlines Jan 2019 – June 2019**

**Manager – Business Intelligence for Finance & HR teams**

**Role summary -**

* Building & Delivery of **performance reporting metrics** using Power BI to various verticals of Indigo
* Managing service delivery of vendor (Hexaware) & defining and maintaining the **Service Level Agreement**
* Building of **key KPI’s** by close collaboration with functions such as HR, Finance, Operations
* Managing & coaching a large team of reporting analysts & responsible for overseeing all activities with the team

**Rio Tinto India Pvt. Ltd. Feb 2016 – Oct 2019**

**Sr. Advisor – Analytics Service Delivery for HR & IT**

**Role summary**

* From Nov’2017 to Oct’ 2018, working as a Senior Advisor – Business Intelligence & Reporting for IT product group (Part of End User Experience COE). The role requires working on highly unstructured data of End User IT products such as Skype & Share-point & provides powerful **performance metrics & insights including KPIs** to management from End User Perspective using technologies like **Power BI & Tableau**. The main strategic intent of the role is to ensure improved productivity & cost for the company by providing various BI insightful **KPIs and metrics**. The role also requires working closely with data architects team and enabling them with purpose/objective of measuring End User Experience & **tracking of their SLA**. The role also requires managing three BI professionals & owns the delivery.
* From Feb’2016 to Oct’2017, working as a Senior Advisor – HR Analytics team, reporting into Reporting & Analytics COE, India. The role requires deep diving into various HR functions such as Recruitment & Talent Management & providing them with actionable **business insights & KPIs** using Power BI reports. It involves heavy duty with Global HR teams and various product groups by streamlining reporting processes & enabling them with self –Service BI tool. The role also requires performing primary research (hiring leader survey, candidate survey) and then manipulating and analyzing the results using Power BI & Tableau & providing meaningful insights to management using data visualizations. The role also requires managing a team of four hardcore BI professional.

Projects & Achievements–

* Improved productivity by 25% by designing & deploying Share Point Adoption & Usage Analytics across different product groups
* Enhanced Usage of Reporting Dashboard by 15% by building & deploying Power BI as a Reporting Solution across IT service lines
* Improved Average Cycle Time by 20% by building Highly Interactive & Advanced Recruitment Dashboard using Power BI
* Building of Attrition model for mine sites using various variables that led to significant Productivity Improvement and saving of HR Hiring cost
* Saving of HR cost by promoting Self-Service reporting capabilities
* Improved hiring leader & candidate feedback results by analyzing key factors impacting low score

**Wunderman International Deputy Manager – Reporting & Analytics Jul 2012 to Jan 2016**

**Microsoft India, Gurgaon Business Planning Analyst Mar 2010 to Jun 2012**

**Role summary** –

* Driving Business Planning process in close collaboration with various Sales & Marketing teams
* Driving strategy around identifying & acquiring new customers by building of robust marketing dashboards & reporting across segments & channels
* Attend Marketing Planning workshops and report to Segments on the progress on reporting requirements
* Develop an appropriate strategy for the effective management of relationships with different segments across Microsoft locations
* Analyzing highly complex marketing & sales data for various segments & provide powerful business insights around Marketing Campaigns and Sales Pipelines
* Working closely with Corp. Data Management teams in designing local reporting requirements
* Partnering with Marketing Teams & Corp. in formulating strategy around improving customer data quality
* Frequent meetings with account managers in setting up of sales targets, driving performance & guiding them with automated performance dashboards
* Working closely with Data Architects & Product Teams in developing & building of best in class BI & Analytical reporting & dash-boarding solutions
* Periodic meetings with leadership teams on recommending reasons for variance to budget, campaign performance & managing future expectations
* Help Marketers in setting up ofIO, PO, Budget & Campaigns into Marketing Budget Planning tool

**Projects/Achievements –**

* **Building of Marketing Dashboard in close collaboration with Microsoft Corp that helped marketers analyze Budget & Campaign performance real time**
* **Developed an effective & efficient lead generation process in close collaboration with MS APAC leads**

**Academics& Value Addition**

* PG Diploma in Market Research & Data Analytics from Mudra Institute of Communication, Ahmedabad in 2015
* PGDBA (Finance) from Symbiosis Institute of Management, Pune in 2009
* B.Com from Delhi University in 2005

**Trainings and Workshops Attended**

* Power BI Training (3 days \* 2) from Koenig Solutions – Microsoft Gold Partner
* Business Intelligence and Analytics MDP (4 days) from IIM – Kozhikode
* Frontline Leadership Program from NIIT Ltd.

**Personal Details**

* Date of Birth : 2ndJun, 1984
* Address : G-140 1st Floor Sect, Haryana - 122018
* Preferred Location : Open for both domestic and international locations