**[Customer Service Data Analyst](https://www.postjobfree.com/resume/ad1sej/customer-service-data-new-haven-ct)**

**Location:**New Haven, CT

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**Resume:**

SRIVYSHNAVI MAGANTI

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Summary

OBJECTIVES A Professional in managing business operations with focus on top-line & bottom-line performance and skills in determining company's mission & strategic direction as conveyed through policies & corporate objectives with 1year of experience in digital banking. Currently working as a sports analyst dealing with media analytics and reporting setup. I am looking for a data analyst position which can hold a challenging position in a company and helping to maximize the potential and reaching its goal. To make positive contribution as part of your dynamic and well reputed organization in a position where my management, decision making and communication skills will be appreciated and enhanced. Resilient Product Specialist with 3 years of experience working in customer service. Adept in giving demonstrations and aiding brand's awareness. Outstanding presentation and communication skills. Insightful Product Specialist committed to delivering exceptional customer service and helping customers select best choices. Consistently remains in compliance with company guidelines. Reliable, punctual and works cooperatively as part of team. Personable and dedicated Customer Service Representative with extensive experience in Software industry. Solid team player with upbeat, positive attitude and proven skill in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Articulate, enthusiastic and results-oriented with demonstrated passion for building relationships, cultivating partnerships and growing businesses. Skills

TECHNICAL SKILLS

Analytical and programming skills: SQL, Tableau, python

Sound Knowledge of MS-Word, MS- Excel, MS-

Power Point Good Typewriting speed (50w/pm) -

Well experienced with use of internet

Personal Abilities

Ambitious, hardworking, energetic, and well

disciplined.

Positive thinking, self-motivated and flexible

Good communication skills

Analytical skills

Collaboration skills

Communication skills – verbal and written.

Drives results through effective project and time management.

Proficiency in Microsoft Office: Word, Excel,

PowerPoint, Access

Ability to work 100% in office.

Ability to travel locally to Spectrum Intern

development events and activities throughout the

program.

Soft spoken

Good oral and written skills

Product Demonstrations

Sales Expertise

Market Analysis

Database Management

Public Relations

Experience

Darwin Hyderabad, India

Product Analyst

10/2021 - 07/2023

Technical Support and Issue Resolution:

Assisted clients in comprehending product functionalities and resolved product-related issues within their systems.

Utilized Jira ticketing system proficiently to document and address client-reported issues promptly.

Collaborated effectively with both product and development teams to enhance product features and rectify system errors, ensuring optimal performance.

Data Consolidation and Analytical Module:

Consolidated and organized data for analytical purposes, optimizing utilization of the analytical module for improved insights and decision-making.

Payroll Model Assistance and Feedback Gathering:

Supported clients in resolving issues related to the payroll model, ensuring smooth functionality.

Gathered comprehensive feedback through targeted surveys to enhance the overall product experience for users.

Risk Identification and Best Practice Sharing:

Proactively identified potential risks, effectively mitigated them, and escalated critical issues appropriately.

Shared best practices with clients to maximize product success within the Darwinbox ecosystem, thereby increasing retention and adoption rates.

Product Growth and Marketability:

Contributed to ensuring the profitability and sustained growth of the product within the organization.

Collaborated with design engineering teams, providing input for product enhancements, overseeing development, and ensuring market suitability.

Strategic Planning and Implementation:

Designed comprehensive business plans and executed related activities such as customer events, sales & marketing campaigns, and presentations, vital for achieving

predetermined objectives.

Nielsen sports Bangalore, India

Jr. Analyst

10/2020 - 05/2021

Data Collection and Interpretation:

Gathered and interpreted sports-related data from diverse sources, including player statistics, game footage, and injury records, employing advanced analytical techniques to derive actionable insights.

Statistical Analysis and Modeling:

Applied statistical analysis and modeling methods to identify trends, patterns, and correlations within sports data, enabling accurate predictions and assessments of player performance and team strategies.

Performance Evaluation and Optimization:

Conducted detailed analysis of sports and betting market performance, identifying key performance indicators to optimize individual player and team performance, emphasizing strengths and areas for improvement.

Strategic Collaboration and Recommendations:

Collaborated closely with coaching and management staff, providing data-driven recommendations on lineup selections, tactical adjustments, and player rotations to enhance team efficiency and success.

Insightful Reporting and Presentation:

Produced comprehensive reports and dynamic presentations summarizing findings and recommendations for both internal stakeholders and external audiences, facilitating informed decision-making processes.

Axis Bank, Teleperformance

Bangalore, India

Digital banker

06/2019 - 06/2020

Outbound Sales of Axis Bank Portfolio Product:

Initiated and executed outbound sales strategies for Axis Bank's portfolio products, achieving consistent sales targets and revenue growth.

Leveraged a customer-centric approach to promote and sell financial products, demonstrating in-depth knowledge of banking services to meet client needs effectively.

Tele Sales for Instant Loan in Teleperformance:

Spearheaded tele sales initiatives, specializing in instant loan products at Teleperformance.

Demonstrated strong persuasive skills and product knowledge, effectively communicating loan features and benefits to customers, resulting in increased conversions.

Sales & Marketing Management of Content Delivery Network:

Managed the sales and marketing functions for a Content Delivery Network (CDN), driving successful campaigns to increase product awareness and market penetration.

Developed and executed comprehensive sales strategies, collaborating with cross-functional teams to ensure alignment with business objectives and maximize revenue.

Cognystix business Solutions

Hyderabad

Data Analyst Intern

10/2018 - 03/2019

Worked with SQL to query the data from databases

Worked with few programming languages such as python, SAS to program and deal with extracted data

Worked with tableau for data visualization of the different datasets

Worked with analysis of various agricultural and medical datasets using excel and python.

Intransure Technologies Vadodara,

India

Human resource Intern

09/2017 - 12/2017

Hr activities along with marketing and data acquisition

Dealing with staff data and analyzing it using excel and google sheets

Worked on the Data given by the marketing team and analyzing through entering in excel sheets.

Bangalore, India

Paytm (Marketing Intern)

03/2017 - 07/2017

Marketing and sales including hr activities

Interacting with as many consumers as possible regarding the product

Evaluating the consumers opinion by marking in excel and analyzing the data.

Education and Training

New Haven University Connecticut

Master’s in science in Business Analytics

Dayanand Sagar university Bangalore, India

Master’s in business administrations, Business Analytics Mount Carmel Collage Bangalore, India

Bachelor of Business Administration in human resource management Predictive Analysis Prescriptive Analysis Marketing Analytics Public Recourse Management Business Analytics Accomplishments

Ethical issues in human recourse: The main objective of this project was to study the psychology of teachers and junior lecturers, how they make up their mind according to the salary, parents' expectations and the organizational goals.

Driven all the data using forms ‘illed up by junior and senior lecturers.

Jotted down the required information using excel and analyzed the data according to the requirement of the project.

Define the primary goal: improving profit management for Tesco through data analytics.

Specify key performance indicators (KPIs) like revenue, profit margins, inventory turnover, etc.

Data Collection and Integration:

Gather diverse data sources including sales records, customer transactions, inventory data, supplier information, market trends, and external factors (economic indicators, seasonality, etc.).

Integrate data from different sources into a unified platform or data warehouse for analysis.

Data Cleaning and Preprocessing:

Cleanse and preprocess data to ensure accuracy, consistency, and completeness.

Handle missing values, remove duplicates, and standardize data formats for effective analysis.

Exploratory Data Analysis (EDA):

Perform EDA to understand trends, correlations, and patterns within Tesco's sales, customer behavior, and inventory data.

Identify factors influencing profit margins, customer preferences, and product performance.

Predictive Modeling and Forecasting:

Develop predictive models to forecast sales, demand for specific products, and optimal inventory levels.

Use techniques like regression analysis, time series forecasting, and machine learning algorithms for predictive insights.

Profitability Analysis and Optimization:

Conduct profitability analysis on different product categories, regions, or customer segments.

Identify underperforming areas and propose strategies for cost reduction, pricing optimization, and promotional campaigns.

Visualization and Reporting:

Create visualizations (charts, graphs, dashboards) to present key findings and actionable insights.

Generate comprehensive reports highlighting recommendations to improve profit margins and operational efficiency.

Implementation and Monitoring:

Implement recommended strategies and changes derived from data analytics.

Continuously monitor KPIs and metrics to assess the impact of implemented measures on profitability.

Evaluation and Iteration:

Evaluate the success of implemented strategies against predefined KPIs.

Iterate on the analytics process, incorporating feedback and refining models for ongoing improvements. Interests

Inter-College Competitions:

Engaged actively in inter-college competitions, showcasing skills in [specific areas such as debating, sports, or academic disciplines].

Achieved notable milestones or awards during these competitions, demonstrating a commitment to excellence and skill development.

Cultural Event Organization:

Played an integral role as a member of the event organizing committee for cultural events.

Demonstrated strong organizational and teamwork skills in coordinating successful events, emphasizing attention to detail and multitasking abilities.

Languages

English:

Full Professional

Spanish:

Elementary

French:

Elementary