

**AJIT KUMAR**

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**To create an opportunity in Management industry where I can get chances for my personal and professional growth by applying my analytical skills and extend significant contribution for the growth of organization.**

***CareerOverview***

* **Working experience as MIS Manager Professional with 9 years.**

**Technical Skills**

**Backend Packages : SQL Server 2014, 2016, 2018, PL/SQL**

**Tools : Tableau, Power BI, Basic Alteryx, Advance Excel, VBA Macro**

**Operating System : Window 7, Window XP**

**Others Skills : Power Point, Tibco Jasper, Macro etc.**

**ERP Source : CRM, Salesforce, Avaya, Aeris, Tentacle, No Paper Forms.**

***Organizational Experience (Treasure Vase Ventures Pvt Ltd)***

**Mar’ 2020 to till date Treasure Vase Ventures Pvt Ltd MIS Manager-Technology**

***Projects Handled***

**Designation:** MIS Manager

**Category**: BI/Business Analyst/MIS/Data Visualization

**Environment & Skills:** **Adv. Excel, Tableau, Power BI Desktop, Basic Python, Basic Alteryx, Sql, Macro, Access, Power Point etc.**

**Role :**

* **Manage the MIS Team.**
* **Responsible for planning, organizing, and directing the completion of specific projects with ensuring projects TAT, budget etc.**
* **Strong Understanding of BRD & FRD.**
* **Organize and manage customers' various interactions.**
* **Using CRM software helps bridge the gap between sales, marketing, and customer service.**
* **Supervise and motivate MIS team to work collectively and efficiently.**
* **Creating Stories & Dashboard with Tableau desktop.**
* **Developing visual reports, dashboards and KPI scorecards using Power BI & Tableau desktop.**
* **Preparing Daily, Weekly & Monthly MIS Reports.**
* **Handling Client Interaction.**
* **Preparing MIS Payroll Data.**
* **Preparing presentations, Graphs, and analytical reports.**
* **Ad-hoc analysis: prepare ad-hoc analysis on Operations data upon requests, using corporate Business Intelligence tool and customizing queries.**
* **Downloading Data from Systems and mapping the same as per the requirement, coordinating with different teams for the data and checking its accuracy.**
* **Creating the transactions details report & publish through BI tools.**
* **Strong understanding of advanced Power BI& Tableau features including calculated fields, parameters, group, sets, bins, table calculations, joins, data blending, dashboard actions and work on different version of Power BI& Tableau.**
* **Creating Stories & Dashboard with Tableau desktop.**
* **Developing visual reports, dashboards and KPI scorecards using Power BI & Tableau desktop.**
* **Connecting to data sources, importing data and transforming data for Business Intelligence.**
* **Excellent in analytical thinking for translating data into informative visuals and reports.**
* **Able to implement row level security on data and have an understanding of application security layer models in**[**Power BI**](https://powerbi.microsoft.com/en-us/)**& Tableau.**
* **Proficient in making**[DAX queries in Power BI desktop](https://data-flair.training/blogs/power-bi-dax-basics/)**.**
* **Expertise in using advance level calculations on the data set.**
* **Created visual report using multiple data sources using data blending in Tableau Desktop& Power Bi Desktop.**
* **Recommend and implement new technology solutions to improve productivity.**
* **Develop and maintain broad knowledge of company’s’ business and technology requirements and needs.**
* **Develop and maintain system plan including operational requirements, budget requirements and schedules.**
* **Develop and implement MIS policies to ensure data accuracy and security.**
* **Develop and implement standardized MIS procedures across all business applications.**
* **Develop process improvements for increased efficiency and cost effectiveness.**
* **Perform periodic maintenance and servicing of MIS system to improve operational efficiency.**
* **Monitor MIS performance regularly to avoid unplanned outages and down times.**

***Organizational Experience (Innovatiview India Pvt Ltd)***

**Feb’ 2019 to 28th Feb’2020 Innovatiview India Pvt Ltd MIS Analyst**

***ProjectsHandled***

**Client:** ICICI, Indusind Bank, Paytm, India Bazar, Fino

**Designation:** MIS Analyst

**Category**: BI/Business Analyst/MIS/Data Visualization

**Environment & Skills:** **Adv. Excel,Tableau, Basic Python, Sql,Macro,Access, Power Point etc.**

**Role :**

* **Manage the MIS Team.**
* **Data Visualization with BI tools like Power BI, Tableau & Click View.**
* **Collect raw data from various department such as ops team, TL, training team & consolidating data & maintain database.**
* **Crate the various trackers liking with various data sets.**
* **Coordinate with pan India branches & collecting & analyze large amount of data.**
* **Facilitate problem solving and collaboration.**
* **Gathering critical information from meetings with various stakeholders and producing useful reports.**
* **Preparing Daily, Weekly & Monthly MIS Reports.**
* **Preparing presentations, Graphs, and analytical reports.**
* **Working closely with clients, technicians, and managerial staff.**
* **Providing leadership, training, coaching, and guidance to junior staff.**
* **Updating, implementing, and maintaining procedures.**
* **Whole MIS responsibility**
* **Ensure discussions and decisions lead towards Working closely with clients, technicians, and managerial staff.**
* **Fetch data from various ERP source like Sales force, CRM, Avaya, CMS etc.**
* **Manage Employees Shrinkage, APR, Attrition Data daily, weekly & monthly basis.**
* **Create Dynamics Dashboard like Employee Master Data Base (Manpower).**
* **Making PPT for process review as well as per client requirement.**

***Organizational Experience (TECH MAHINDRA LTD)***

**May 2017 to Feb’19 Tech Mahindra Ltd, Noida Sr. Associate MIS**

***ProjectsHandled***

**Client:** Paytm, Flipkart, Hike

**Designation:** Sr. Associate MIS

**Category**: Business Analyst

**Environment & Skills:** **Adv. Excel, SQL, VBA, Access, Macro, Power Point etc.**

**Role :**

* **Manage the MIS Team.**
* **Coordinate with pan India branches & collecting & analyze large amount of data.**
* **Handled Customers Grievance &Facilitate problem solving and collaboration.**
* **Dealing with various customers related to their complaints.**
* **Preparing Daily, Weekly & Monthly MIS Reports.**
* **Preparing presentations, Graphs, and analytical reports.**
* **Gathering critical information from meetings with various stakeholders and producing useful reports.**
* **Working closely with clients, technicians, and managerial staff.**
* **Providing leadership, training, coaching, and guidance to junior staff.**
* **Updating, implementing and maintaining procedures.**
* **Fetch data from various ERP source like Sales force, CRM, Avaya, CMS etc.**
* **Create Dynamics Dashboard like Employee Master Data Base (Manpower).**
* **Manage Headcount, Tagging Dump, C Sat, ART/FRT reports on daily basis.**
* **Making PPT for process review as well as per client requirement.**

***Organizational Experience (HT MEDIA LTD)***

**March 2016 to Sep 2016** **HT Media Ltd, Sahibabad on behalf of IKEA (Sales MIS Executive)**

***ProjectsHandled***

**Designation: Sales** MIS Executive

**Category**: Media

**Environment & Skills:** **Adv. Excel, Macro, HTML, Power Point etc.**

* **Making Various type of sales report.**
* **Coordinate with internal & external sales team.**
* **Compile the various sales data & making one view dashboard.**
* **Preparing Daily, Weekly & Monthly MIS Reports.**
* **Preparing presentations, Graphs, and analytical reports.**

***Organizational Experience(COMPETENT SOFTWARE PVT LTD)***

**May 2011 to March 2016** **Competent Software Pvt. Ltd., Mayapuri** (Sr. **Process Associate)**

***ProjectsHandled***

**Project Title:** CRM

**Designation: Sr.** Process Associate

**Category**: Information Technology (Software)

**Environment & Skills:** **Adv. Excel, VBA-Macro, HTML**

**Overview:** In this project extract the data from CRM and other sources. Maintained Manpower resources.

Making Login-Logout reports. Maintain Tagging Dump as well as C-Sat/D-Sat Productivity Percentage. Making ART & FRT on daily Basis.**Preparing Daily, Weekly & Monthly MIS Reports. Preparing presentations, Graphs, and analytical reports.**

***Scholastics***

* Pursuing MCA (5th Sem) from Capital University.
* Bachelor’s in Computer Application from SHIATS, UP with 65% aggregate in 2013.
* Senior Secondary (Science Stream) from CBSE, Delhi with 54% aggregate in 2009
* High School from CBSE, Delhi with 55% aggregate in 2006

***Personal Dossier***

Father’s Name: Mr. K. P. Shrivastav

Mother’s Name: Mrs. Manju Devi

Date of Birth: 01 September, 1990.

Marital Status: Single

Sex: Male

Nationality: Indian

Languages Known: English, Hindi.

***Declaration***

**I hereby declare that all the above information is true to the best of my knowledge and belief.**

**Dated: // //**

**(Ajit Kumar)**