|  |  |
| --- | --- |
| **RAJNEESH DWIVEDI**  **MANAGEMENT PROFESSIONAL: Over 7 years’ experience**  **DATA ANALYTICS ||** **DATA VISUALIZATION || MARKET RESEARCH || PROJECT MANAGEMENT || FRAUD & INVESTIGATION** **|| CLIENT MANAGEMENT || RISK ANALYSIS**  rajdwivedi88@gmail.com  97170-03024 | |
| knowledge24x24icons Profile Summary | |
| * Dynamic professional offering experience in Data Analytics, Data visualization, Project management, Email Marketing, Campaign Management, billing a government sponsored healthcare plan, Drafting and Reviewing Contracts/Agreements, Reporting, Risk Analysis, Market Research (Primary and Secondary Research), Dispute/ Fraud Identification, Investigations and Business Analysis in Credit Card Business. * Proficient Managing project budgets, project forecasting and project development. * Proven success in responding to all customer queries in a timely and comprehensive manner to ensure customer satisfaction. * Excellence in delivering best possible solution to the employees, customer and shareholder metrics as per goals. * Skilled in highlighting issues through feedback and recommend changes in workflows, procedures, service levels, based on customer demands to meet their needs and ensure quality service is given always. * Experience in Google analytics and managing online campaign of diversified nature. * Merit of analyzing complex information and making sound decisions; skills in taking independent decision & meeting stringent deadlines. | |
| core24x24icons Knowledge Purview  Project and Campaign Management  Compliances  Fraud Resolution  Vetting & Drafting/MOM  Administrative Strategy  Customer Relationship Management  Process Improvement   Risk Identification  Team Building & Leadership | edu24x24icons Academic Details   * Master’s in marketing management from Institute of Business Management and Research (IBMR) in 2011 * B.Com. from Allahabad University in 2008   **IT Skills**   * MS Office (Excel, VBA, Word, PowerPoint) * Python, Pandas, SQL, MariaDB, Automation Frameworks, Google Analytics, Tableau and KNIME, AWS, EC2. * ARIBA, Clarizen, JIRA and Sales Force (IRIS) * Work Experience   **Since Apr’18: Harman Connect Services *(Gurgaon)* as Marketing Analyst**  **Role:**   * Generating Completive analysis reports by using Tableau Desktop. * Involved in creating Dashboards and reports as per the client requirement by using Tableau Desktop. * Generated Tableau Dashboard with global filters, parameters and calculated fields which provide the customer annual growth. * Managing Data visualization and Heatmaps. * SDLC - Acted as the Scrum master managing onsite and offsite remote teams. * Responsible to identify the customer churn probability over a month by using KNIME workflow. * Used many of the node repository to interpret the Client data and share the required data results with client. * Preparing monthly, yearly and Quarterly strategy deck for the client. * Executing SQL task for data import as per the client requirement. * Developing the interface of web Application using latest automation framework (robot, BDD) and python. * Conduct data regression analyses of the relationship between company stock prices and industry trends, achieving a 15% more accurate prediction of performance than previous years. * Utilize web scraping techniques to extract and organize competitor data. * Reviewing strategy deck and making corrections before it presents to the client.   **Mar’17-Apr’18**  **Tech books International Pvt. Ltd (Aptara) *(Noida)*, as Associate Project Manager**  **Role:**   * Delivering project assignments and task within due date provided by the client. * Setting up call with client regarding the project issues if required before delivering project to the client. * Involved in creating Tableau Dashboards for global sales performance. * Creating story and worksheet for client on Tableau Desktop. * Providing project permissions budget to the client based on project assessment and right holder analysis. * Handling team escalations and client queries. * Negotiating upon rates with third party venders on behalf of the client. * Providing solutions to the client in terms of minimizing the permission budget.   **Jan’ 16- Dec'16**  **AXIOM Managed Solutions Private Limited *(Gurgaon)*, as Associate Client Support**  **Role:**   * Conductingcontract research, gathering information from client and filing copyright on the behalf of leading United States Publishing house. * Analyzing contracts and provides the permission document to the client upon end to end research. * Helping the clients via. Call and maintaining Client log as desired. * Hands on practice in ARIBA and DocuSign tool (Including all kind document search and uploading) * Providing reports to the management and clients on the operational performance status to help in the governance of the migration process. * Creating request on system and allocating to the team to perform. * Finding key area to develop and enhance the process. * Handling live quires receive from client. * Sharing the audited report on weekly basis. * Training and Floor support to new teammates and audit their work until progression period ends.   **Aug'13- Dec'15**  **FIS Global Business Solutions Pvt. Ltd., Gurgaon for American Express, USA *(Gurgaon)*, as Dispute Analyst**  **Role:**   * Monitored, studied and resolved the disputes of credit card holders of American Express with various merchants * Conducted in-depth study of the case history and took unbiased decision based on disputed charges * Reviewed and analyzed the merchant support and offered concrete solutions to client * Responsible for maintaining weekly Dashboard and publishing it to Clients. * Transition of two processes which includes Process Training, Execution, Monitoring, Client Feedback (CSAT) and Process Development. * Publishing Daily Productivity, Efficiency and Utilization Report to Team Members. * Done all MIS Corrections into Database and consolidate the data for Weekly Dashboard. * Floor support for new team member’s and audit their work until progression period ends. * Handling all live queries and escalations regarding processing of cases. * Initiated mail drafting, mail responding, contacting clients for queries while suggesting ideas for improvement of process quality * Submitted reports to the management based on identifying various risk, productivity report and analyzed loopholes |
|  |
|  |
|  |
|  |
|  |
| softskills24x24icons Skill Set    Change Agent  Motivator  Communicator  Collaborator |
| career24x24icons Timeline  **2012 Assistant Manager- Sales and Marketing**  **2017-2020 Marketing Analyst and Associate Project Manager**  **2013-2015**  **Quality Assurance and Dispute Analyst** | **Jan'13- Aug'13**  **WNS Global Services *(Gurgaon)* as Quality Assurance- Executive**   * Gained Expertise in billing a government sponsored healthcare plan for a Market leader in Durable Medical Equipment Business. * Reviewed Medical History of Patients in the form of X-Rays Report, Operative Reports Etc. * Collaborating across departments to recover relevant paperwork on accounts. * Quality assurance in terms of patient documents, patient Insurance Benefit, identify Medicare Guideline as per patient requirement. * Responsible for maintaining a database for the sales representation profiles. * Developing coordination between Sales representatives & onshore people.   **Feb'12- Aug'12**  **ECOS (India) Mobility & Hospitality Pvt. Ltd. *(Pune)* as Assistant Marketing Manager.**   * Gathering information from different source for Primary and Secondary research. * Providing weekly researched data to the management, this helps in targeting and portioning products in the market. * Cold calling, taking appointment, understanding customer requirement, providing suitable solution & convert prospect into client. * Understanding client requirement by gathering information from client and Initiating Proposal/Offer for the clients as per the requirement. * Negotiating and customizing the offer. * Drafting and finalizing the NDA’s and SLA’s postnegotiation. * Developing training program for the operation department for the new client. * Monitoring the new work performance and analyzing the gap. (In two steps 15 day and second in 30 days) * Developing new method to reduce escalation and provide the speedy and accurate service to the client. * Maintain Healthy relationship between Clients and Internal department (Operation, Finance and IT department). * Retaining Existing clients & Maintain good corporate relationship with clients via update about new process, services and business development. * Understanding Customer behavior and suggesting various solutions accordingly. * Rectifying billing and payment problem though coordination   **Highlights:**   * Awarded for Star Performer of the Month Award * Awarded for creating Fee Calculator (With the help of VBA) for the process which reduced human effort and errors. * Automated client reports using Python and Robot Framework.   **Extracurricular Activities**   * Attended A.V.A.D.H Tracking and Adventure program |
| Personal Details  **Date of Birth:** 10th March 1988 **Languages Known:** Hindi & English **Address: GH-500**, SPS Residency, Vaibhav Khand, Indirapuram, Ghaziabad, Uttar Pradesh 201014 | |