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| **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.
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| core24x24icons Knowledge Purview  Project and Campaign ManagementCompliancesFraud ResolutionVetting & Drafting/MOMAdministrative StrategyCustomer Relationship Management Process Improvement Risk IdentificationTeam 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
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| softskills24x24icons Skill SetChange Agent Motivator Communicator Collaborator  |
| career24x24icons Timeline**2012Assistant Manager- Sales and Marketing****2017-2020Marketing 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
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|  Personal Details**Date of Birth:** 10th March 1988**Languages Known:** Hindi & English**Address: GH-500**, SPS Residency, Vaibhav Khand, Indirapuram, Ghaziabad, Uttar Pradesh 201014 |