



## PROFILE

Senior Business Analyst with Customer Experience and Customer Relationship Management experience. A total industry experience of 5 years. I am workaholic and aim for perfection with a zeal to learn new things.


## LINKS

[LinkedIn](#)

## CONTACT ME

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Bengal

# LOYANA BANERJEE

Senior Business Analyst

## ➤ EMPLOYMENT HISTORY

### ETECH GLOBAL SERVICES

Working as Senior Business Analyst since November 8th, 2021

### TECH MAHINDRA PVT LTD

Worked as a Software Engineer from 7th June 2018 to 13th August 2021 i.e 3+ years

## ➤ EDUCATION

### DR. B.C ROY ENGINEERING COLLEGE

Graduated BTech in Electrical Engg in 2017 (2013-2017)

### MODERN HIGH SCHOOL

Higher Secondary (12th) 2011 - 2013

## ➤ LANGUAGE

Native Bengali

Advanced English and Hindi

## ➤ SKILLS

Medallia Experience Cloud

Customer Experience

Business Analytics

Visualisation

Surveys

Market Research

Project Management

Agile Software Development

Web Development

## HOBBIES

Painting, writing poetry,  
cooking

## ➤ SKILLS (CONT.)

Data Analysis

Power BI

Customer Relationship Management

Unix

SQL

Python (Programming Language)

Pandas (Python Library)

Matplotlib

Natural Language Processing

Machine Learning

Statistics

Communications

SFDC

## ➤ WORK DETAILS

### ETECH GLOBAL SERVICES

- Worked on Medallia Experience Cloud which is SAS platform equipped with all the necessary integrating infrastructure to provide a client with all the new and modern modes of capturing feedback data along with email surveys like Livinglens, Zingle, Crowdcity and so on.
- Medallia is one of the top 5 Customer Experience Management companies in the world and being in Etech Global Services which is a sister company to Medallia, I had the opportunity to work with huge clients like DHL, Fedex, Zurich Insurance, Johnson & Johnson, Carl Zeiss, Metro, Philips, MSC Cruise, Telia, ABB Robotics etc. on complex integrations of their CRM or systems with Medallia as well as building interactive reports for insightful data interpretation.

### TECH MAHINDRA PVT LTD

- Worked on Siebel CRM for the client British Telecom.
- Resolved client issues , maintained and monitored the client infrastructure i.e servers and built interactive web pages and automation for efficient workflow.