

RESHMI RAO

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OPERATIONS MANAGER & DATA ANALYST

SUMMARY

4+ years of experience in Business Operations with a prolific track record of driving Business processes and growth armed with Data Management. Adept at handling complex projects and manage data by generating reports, procuring data, and deploying data analysis techniques to ensure smooth business operations. Proficient in delivering actionable insights to facilitate sound decision-making & successfully execute projects.

KEY SKILLS

- Data Analysis • Data Mining • Data Visualization • Report Generation • Dashboard Management • Business Planning & Operations
- Project Management • Team Management • Vendor Management • Client Relationship Management

Technical Skills: Microsoft Excel, Data studio, Tableau, MySQL, ETL

PROFESSIONAL EXPERIENCE

Assistant Vice President Apr '18 - Present

Prographer Bangalore, IN

India's largest on demand Photography service provider

- Lead relationships with corporate and control functions to ensure alignment with multiple clients
- Develop and maintain reports and analytical frameworks to support traditional reporting cycles as well as ad hoc requests
- Build region- level dashboards in coordination with city SPOCs to understand business growth on Target Vs Achieved and provide insights for cross functional teams
- Evaluate and implement best practices for great Vendor Service relationships to support and comply business strategy

Highlights

- Monitored business operations to achieve a business target of **3X scale-up** PAN India and South Asian region
- Deploying **data analysis technique** to redesign current operations model and achieve 40% increase in revenue during 2019-20 by ensuring quality adherence and effective vendor management.
- Achieved an overall revenue of **2 Cr** for the last quarter in 2019 by recognizing new market segments

RA Analyst Jun '16 - Oct'17

Bharti Airtel Gurgaon, IN

Indian multinational telecom company operating across 18 countries

- Analysed data to develop new subscriber plans for the PAN India and Africa Airtel subscribers
- Successful delivery of projects to reduce and fix grass root causes that resulted in revenue leakage through RCA analysis

Highlights

- Reduced the **report generation** time to 4 days from 15 days through successful **automation** of rating processes
- Enhanced the database efficiency by designing a **dashboard** for PAN India and redesigned the complete **Prepaid billing process**
- Played a pivotal role in the integration of VAS services which reduced the execution time to 40 minutes from 1.5 hours in fetching the data from the server.

EDUCATION

PGDM | Operations & Marketing Jul '14 - May'16

MS Ramaiah Institute of Management Bengaluru, IN

B.E. | Computer Science Engineering Jun '09 - Jun '13

Rajiv Gandhi Technical University Bhopal, IN

ADDITIONAL INFORMATION

- Languages: English (fluent), Hindi (fluent), Telugu(fluent)