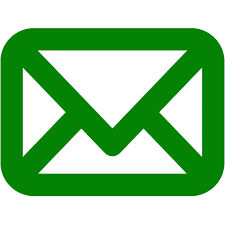
Ravindra Kumar Tirkey

07676294011 

[ravindrakumar.tirkey@gmail.com](mailto:ravindrakumar.tirkey@gmail.com) 

//[www.linkedin.com/in/ravindra-tirkey-b2267945](http://www.linkedin.com/in/ravindra-tirkey-b2267945)/ 

#B - 510,Parkway Homes by SJR,off Hosa Road, Near Rayasandra Lake , Bangalore 560099 

Renewal Contracts Data Analyst

Highly motivated **7.2 years** of professional experience in

analyzing and resolving complex problems and managed

strategies and tactics, utilizing advanced resolution procedures.

Resourceful at maintaining excellent relationship with client

to achieve quality in service and resolving service related

critical issues.

**SKILLS**

**Data management** - **Business Development**

**Team liaison** - **Customer success -Data analyst**-**Retention** - **Inside sales** – **Self** – **Motivated** **Strong verbal communication** - **Process implementation** - **Extremely organized**

**Staff development** - **Powerful negotiator**

**Salesforce -Data Analytics – Contracts - Excel, Word, Power Point**

**EDUCATIONS**

 Delhi Public school, Ranchi.

Bachelor of Engineering - Information Technology from Vivekananda Institute of Technology, Bangalore, VTU, Belgaum – 2012

**ACHIVEMENTS**

Reduced technical escalations to management.

Process Trainer as Supervisor for Canada Client Process that resulted in better customer service.

Received Best Performer Award in Semi -Annual event in 2014 ,2019 , 2020

**INTEREST**

Music

Guitar

Bikes

Technology

WORK EXPERIENCE



*Dec 2019 – Present*

*Designation:* ***Renewal Data Analyst***

*Responsibilities/Tasks:*

* Timely preparation, review, and negotiation of a high volume of contracts and

other related documents, including but not limited to master agreements,

service agreements, supply agreements, consulting agreements, statements of

work, IT contracts, contracts in support of Global Procurement, confidentiality

agreements and other legal documents.

* Track key metrics such as sales/renewals pipeline and monthly results to help business

Leads interpret how sales team is tracking against goals.

* Worked closely with internal teams to strategically drive company-wide goals

and improve operational sales process and renewals.

* Responsible for utilizing internal resources. in administration of contracts and

proposal preparation, negotiation of contracts.

* Communicated sales needs back to business leaders and product team assisting in pricing analysis to ensure products relative to one another and in combination are priced correctly.
* Worked closely with internal teams to strategically drive company-wide goals and improve operational sales process
* Generated ad hoc reporting for Sales Marketing Finance Business Development and Product Strategy
* Performed complex analysis such and forecasting
* Provided recommendations and suggestions and provide thorough succinct data to support suggestions
* Partner with Marketing and Product teams to build update and maintain effective sales collateral develop case studies formalize proposals and other sales materials
* Maintain database of contracts and supporting documents.
* Forecast financial trends to support company contracts.
* Design tracking system for budget information to make processes more efficient.
* Created quality assurance system for document review.
* Handled multiple simultaneous projects with consistent on-time completion.
* Performed analysis of contract pricing setup in the system to determine the best

price possible each quarter.

* Knowledge on CPQ Salesforce, Salesforce dashboard, Salesforce reporting.
* Knowledge on Oracle PeopleSoft
* Knowledge on Cassini
* Basic Knowledge on Tableau
* Closely working with the deal desk team.
* Closely working with Renewals team to ensure the correct pricing for

the upcoming renewal and generate a quote accordingly.

*Dec 2016 – Dec 2019*

*Designation:* ***Customer Analyst***

*Responsibilities/Tasks:*

* Customer analyst will work on existing/new customers to

review support offerings, how to use their maintenance contract

efficiently, win back disengaged customer base, capture information

provided and upload it back on to the Salesforce (CRM).

* Keeping accurate records of discussions or correspondence with customers.
* Analyzing statistics or other data to determine the level of customer service

your organization is providing.

* Writing reports and analyzing Data to achieve 15% more accurate prediction.
* Developing feedback or complaints procedures for customers to use.
* Keep customer data up-to-date with the changes that take place on

contacts and other key customer touch points Manage ongoing customer

* Act as liaison between the business units, technology teams and support teams.
* Retaining and containing revenue outflow (retained **$800k** recurring

revenue for the company).

* Analyzing statistics and customer data using python.
* Provide outstanding daily operational support of the quoting process and system; which includes quote configuration, quote creation, quote updates, answer pricing related questions, Service renewal quotes for both the direct (field) and indirect (channel) sales organizations.



*April 2016 – Oct2016*

*Designation:* ***System Engineer***

*Responsibilities/Tasks:*

* Resolving issues by researching documentation; troubleshooting hardware,

software, guiding client through corrective steps; escalating problems to

second level; tracked status of problems and solutions.

* Established service by walking callers through new installations and

configurations.

* Maintained help desk database by entering caller statistics, inquiries, and

responses

* Updated job knowledge by tracking and understanding emerging practices
* and standards;
* Provided inter-departmental collaboration by escalating unresolved issues to

appropriate support functions.

* Provided technical support for client services.
* Diagnosed incidents and described accurately to developers’ technical issues

for correction beyond our departmental scope.



*Dec 2014 – March 2016*

*Designation:* ***Web Engineer***

*Responsibilities/Tasks:*

* Handling customer queries/ issues our phone, email and Ticket system
* Understanding customer problems and providing solutions. Supporting
* Create Support Help documents and Flow chart.
* Provide assistance for Small Business users to by designing and maintenance

of website through platform like WordPress, & HTML5.

* Providing support on any queries or issues related to MySQL database,

phpMyAdmin or installation of WordPress. Providing support on any issues

or assistance on DNS configuration of Domains.

* Configuring & troubleshooting various email clients like
* Outlook, Thunderbird, MAC Mail or android/IOS email
* clients.
* Maintaining & troubleshooting Bizmail servers related to
* IMAP/POP/SMTP.
* MySQL database setup With PhpMyAdmin and
* installation.
* Helping customers on Search Engine Marketing for better



*Dec 2013 – Dec 2014*

*Designation:* ***Customer representative***

*Responsibilities/Tasks:*

* Support the new process to the team as an Individual contributor on the role
* of Supervisor Uploading photos over the website for the client and updating
* the content for the website and maintaining the websites.
  + Identify, troubleshoot, and analyze computer related
* issues. Determine appropriate course of action, and conduct
* repairs, modifications, and upgrade internal
* components as needed.
* Install and configure software applications.