

Vivek Behani

Business Analytics

+91-84476-82359

vivekbehani@mail.com

WORK EXPERIENCE			
Company Name	Location	Duration	Designation
Udaan.com	Bengaluru	July '19- Present	Business Analyst
<ul style="list-style-type: none">Developed dashboards for new and existing processes for reporting performance to CXOsSetup and managed team of 3 MIS executivesHandled and managed the end to end analytics for the Seller Experience team at UdaanGenerated insights to help define metrics and KPIs for new processesAd Hoc projects to help external teams with analytical projects			
Medlife International Pvt Ltd.	Bengaluru	November '17- July '19	Business Analyst
<ul style="list-style-type: none">Managed data accuracy, reporting and analytics for Medlife's B2B ChannelsDeveloped and managed various dashboards for CXOsManaged Ad Hoc MIS reporting for internal and external stakeholdersManaged processes to ensure data accuracyPublished reports for internal and external stakeholders on weekly, daily and monthly basisManaged the business development for Partner channelManaged the process of on-boarding new partners for B2B ChannelsImplemented and managed processes for partner order creation. Helped reduce order creation time by 35%			
Funizen Solutions Pvt Ltd.	Bengaluru	January '17 to August '17	Sales Operations Manager
<ul style="list-style-type: none">Managed a local and remote sales team of 16 members to meet and exceed sales targetsOn boarded and managed new and existing partnerships at Gamemela.comImplemented processes to manage customer service queries to reduce TAT to 24 hoursImplemented processes to increase sales collection ratio by 67%Prepared daily and weekly sales analytics, forecasting and inventory reports and presented to CXOsCoordinated between the Sales, Marketing, Finance teams for the sales and collection process			
Zomato Media Pvt Ltd.	Bengaluru	April '15 to October '16	Senior Associate Sales Support
<ul style="list-style-type: none">Managed special data-analysis projects and created reports for 130 high billing clientsReduced report request and generation TAT by 50%Implemented and optimized the standard process for on-boarding new clients to ensure a 0-day TATMentored associates to help them improve their skills <p>Worked in close coordination with the Finance, Sales & Tech teams</p>			
Newgen Software Technologies	Delhi	May '13 to February '15	Senior Executive BD
<ul style="list-style-type: none">Created and managed business development plan for new territoriesIdentified new prospects and on boarded new channel partnersResponsible for corporate lending campaigns with respect to enabling partners with technical and process knowledgeMarket research support by using various research tools to provide timely inputs to sales team on new business / technology/competitive trends to identify opportunitiesManaged new and existing campaigns for SES division in the North American regionGenerated and qualified leads for new project			

EDUCATION

Qualification	University/Board	Specialization
MBA (IT) - 2013	Symbiosis International University, Pune	Banking and Financial markets
BCA- 2011	Christ University, Bangalore	Computer Networks and System Software
12 th (Commerce) - 2008	Indian Language School, Lagos (CBSE)	Commerce, Information Technology
10 th -2006	Indian Language School, Lagos (CBSE)	N/A

ACHIEVEMENTS

- Implemented and managed the order creation process for partners to reduced TAT by 35%
- Funizen- Designed and implemented new processes for Customer Support and Sales Deposits collection. Customer Support TAT reduced from 72 days to 24 hours.
- Zomato- Implemented process for request management to reduce TATs from 48 hours to 24 hours
- Newgen Software- Fastest closure of a sale from lead generation to sale closure

CERTIFICATIONS

- Certificate course in Web Designing and Photoshop
- Certificate course in Bakery and Confectionaries

SOFTWARE PROFICIENCY

- Advanced knowledge in the Microsoft Office suite including Excel, Word and PowerPoint
- Proficient in using BI tools like:
 - Adobe Analytics
 - Tableau
 - Pentaho
 - Pentaho Data Integration
 - Pentaho Reporting
- SQL
- Salesforce

PERSONAL DETAILS

Date of Birth: 15th August 1990

Nationality: Indian

Languages Known: English, Hindi, French