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|  | **Balmukund Shukla**  Data Analyst, MIS Analytics   |  |  | | --- | --- | | Address Navi Mumbai, Maharashtra, 410210  Phone +91 9867778077  E-mail [balmukundshula15@gmail.com](mailto:balmukundshula15@gmail.com) |  | |

* 10+ Years of extensive experience in data analyst, data cleansing and business reporting for CEO and others stakeholders.
* Proficiency in use of query software and Analytics Tools like MS Excel, SQL and Tableau. Experience defining controls and familiar with strong Data Quality standards.
* Experience in interpreting and analyzing the data to drive the growth of the Organization. Furnish insights, analytics, and business intelligence needed to guide decisions making.
* Experienced in requirement gathering/analysis, design, development, testing, and production rollover of reporting and analysis projects.

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|  | **Skills**   |  |  | | --- | --- | |  | Tableau, MS SQL, Advanced Excel |  |  |  | | --- | --- | |  | Customer Service, Escalation management, Coordination. | |

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|  | **Work History**   |  |  |  | | --- | --- | --- | |  | **Jan 2019 - Oct 2020** | **Senior executive (Business planning and Analysis)**  ***ECU Worldwide, Mumbai, Maharashtra***   * Preparing MOM and YOY region to region and country to Country, Port wise and Trade lane volumes report for Clients Business across Globe. * Responsible to develop various KPI reports to update management on production status, understand the trend of business and analyze the reasons of growth and diminution of business. * Analyzing, investigating and preparing presentations for CMD on key movements and trends in the financial statements compared to previous years. |  |  |  |  | | --- | --- | --- | |  | **Oct 2017 - Jan 2019** | **MIS Analyst**  ***Yes Bank Ltd, Mumbai, Maharashtra***   * Working in Liabilities Product management Process, Preparing Business Update report & financial report for Management. * Weekly, Monthly & Daily reports for tracking new business sourcing & activation, Synchronization of reports in tableau and publishing reports in tableau. * Preparing budget vs. Achievements, sales incentive plan and Branches wise business Report daily, weekly and monthly Basis. * Adhoc Analysis and reports as per request from Business team and management. |  |  |  |  | | --- | --- | --- | |  | **Apr 2011 - Oct 2017** | **Senior Analyst**  ***Eclerx Ser ltd, Navi Mumbai, Maharashtra***   * Maintain the guidelines on websites which was provided by client follow-up with stakeholders regarding WebPages issues across the region i.e. APJ, EMEA and AMER. * Prepare and distribute daily, weekly and monthly reports and dashboards to Client and management. * Periodically reviews the usefulness of reports produced and provides suggestions for improvements and automation. | |  | **Apr 2011 - Oct 2017** | **CCE**  ***Reliance BPO Ser Ltd, Navi Mumbai, Maharashtra***   * Preparing MIS reports of the total SR Raised, resolved and ageing analysis. * Resolving the Billing disputes of Corporate Customers pertaining to Wrong Tariff Plan allotted. * Rectifying the tariff plan and updating the correct Tariff plan in billing system ADC * Inform customer that issue resolved and also communicate customers regarding other Product, services and offers. | |

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|  | **Education**   |  |  |  | | --- | --- | --- | |  | **Jun 2006 - Jul 2003** | B.sc.(Math)  *V.B.S. Purvanchal university - Jaunpur* |  |  |  |  | | --- | --- | --- | |  | **Jun 2003 - Jul 2001** | HSC : Science  *MHIC - Jaunpur* |  |  |  |  | | --- | --- | --- | |  | **Jun 2001 - Jul 2000** | SSC: Science  *BNBIC – Mariyahun Jaunpur* | |

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|  | **Certifications**   |  |  |  | | --- | --- | --- | |  | **Jan 2021** | Tableau Desktop Training |  |  |  |  | | --- | --- | --- | |  | **Aug 2017** | Business Analyst with Excel | |

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|  | **Career Achievements**   |  |  | | --- | --- | |  | * Received BPI Certificate for business process improvement * Provided Trainings to Subordinates and play vital role in process transition. * Received quarterly Spot Award for excellent work. | |

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|  | **Projects**   |  |  | | --- | --- | |  | Project on Tableau  ****Project 1:**** Analyzing Census Data  ****Domain:**** Census  ****Problem Statement:**** Showing the Populations state wise, Ages wise, Literacy rate and Population by Gender.  **Description:** In this Tableau project, I have worked on vast amounts of data and analyzing it to come up with trends, insights, and correlations. Population statistics By analyzing this data, I have prepared the interactive Dashboard by using Tableau.  **Roles and Responsibilities:**  Cleaning up Excel data and connecting with Tableau.  Using data blending and pivot tables.  Comparative analysis with the Tableau dashboard. | |

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|  | **Languages**   |  |  | | --- | --- | |  | English |  |  |  | | --- | --- | |  | Hindi | |

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