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|  | **Balmukund Shukla**Data Analyst, MIS Analytics

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|  Address Navi Mumbai, Maharashtra, 410210Phone +91 9867778077E-mail balmukundshula15@gmail.com  |   |

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* 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**

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|  | Tableau, MS SQL, Advanced Excel  |

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|  | Customer Service, Escalation management, Coordination.  |

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|  | **Work History**

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|   | **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.
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|   | **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.
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|   | **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.
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|   | **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**

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|   | **Jun 2006 - Jul 2003** | B.sc.(Math)*V.B.S. Purvanchal university - Jaunpur* |

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|   | **Jun 2003 - Jul 2001** | HSC : Science *MHIC - Jaunpur* |

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|   | **Jun 2001 - Jul 2000** | SSC: Science *BNBIC – Mariyahun Jaunpur* |

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|  | **Certifications**

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|   | **Jan 2021** | Tableau Desktop Training |

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|   | **Aug 2017** | Business Analyst with Excel |

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|  | **Career Achievements**

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|  | * 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**

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|  | 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**

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|  | Hindi  |

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