

Sunanda.R

Business Consultant

☎ 7259652456

📍 Bangalore

@ sunanda1995r@gmail.com



SUMMARY

Thorough and meticulous Business consultant passionate about helping businesses succeed. Possessing strong skills as business Analyst. BCA graduate and currently perusing MBA.

Process oriented analyst with 3 years of experience as Business Analyst and 2 years as Business consultant for world's leading automotive industries. Experienced in interpreting and analyzing data to drive growth for automotive industry. Furnish insights, analytics, and business intelligence needed to guide decisions.

EXPERIENCE

01/2022 - NOW

Bangalore

Assistant Customer Relations Manager

AUDI

- Utilized **Salesforce Service cloud** to track, analyze and successfully interpret data to identify key metrics and draw conclusions.
- Worked closely with the company to identify customer needs and demands.
- Retrieve key inputs from **Customer Experience Management (CEM)** dashboard, that highlights insights from different stages of customer interaction and important aspects of in-depth customer experience.
- Monitoring the IPOSIS dashboard that has a track on customer feedback.
- Hosting Kundentisch meeting to the **Chairman of the Board of Management**, the Board Member for Sales and top managers from the various specialist areas. This presentation highlights the quarterly efforts of Sales and Marketing operations and their opinions, suggestions in order to find rapid, satisfactory solutions.
- Perform **internal audit** across multiple departments such as Sales, finance, Marketing, Accounts, Admin to ensure all protocols from Audi India are being followed.

11/2019 - 12/2021

Bangalore

Business Analyst

BMW

- Review data to identify key insights into a business's customers and identify ways that benefits company leadership.
- Maintained **100% Sales Index** across all 4 Quarters.
- Perform quantitative and qualitative data analytics methods to respond to a variety of business challenges.
- Creation and generation of reports on various metrics both quantitative and qualitative in Excel, **Salesforce Sales Cloud** and other systems/tools.
- Part of **Salesforce Marketing campaigns** by planning strategic tasks to promote the newly launched products and services which will be the key business objective.
- Effectively present and communicate analysis to the company leadership to drive business decisions.
- Understand customer feedback and there by personalizing the customer experience in VOC.
- Regular Meetings with Stake holders in the organization for strategic planning.

06/2017 - 09/2019

Bangalore

Business Consultant

Hyundai

- Successfully pitch an optimization strategy to new clients and assist with the implementation of changes and therefore provide guidance for any occurring problems and issues.
- **Achieved 109 Retails annually** was my best target as a fresher.
- Evaluate overall business operations, support franchisee in goal setting, and provide support in business development and implementation of the business operations.
- Examine trade area for new business opportunities and develop strategies to **generate more leads**.
- Consult on best business practices to help grow and manage our clients requirements.
- Work along with marketing and business analytics to design a roadmap for a business plan.
- Following up with clients to ensure smooth transition and remain their point of contact for ongoing business reviews.

KEY ACCOMPLISHMENTS

- ✓ Best Business Consultant of the year 2018 award winner
- ✓ 100% achiever in Accessory sales every month on month.
- ✓ Bronze winner for Best Customer Delight Manager Award 2021.
- ✓ Best Customer Centric award for the year 2021.
- ✓ Star Performer for the Best customer satisfaction for the year 2019.
- ✓ Best backend support for the year 2019 - 2020.

EDUCATION

- Bachelor in Computers Application
Bangalore University
CGPA - 8.63 / 10
- Pre University College
Army Public School
CGPA 8.5 / 10
- SSLC
Army Public School
CGPA 8.8 / 10