

# Mayank Tiwari

## Senior Executive

7+ Years of professional experience in IT Operations. Data Analysis, Product management, requirement gathering, team management, reporting and Product demonstration.

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📍 Manikonda, Hyderabad, India

## WORK EXPERIENCE

### Senior Executive Clean Harbors India

08/2019 – Present

Hyderabad

Clean Harbors is on-site, providing premier environmental, energy and industrial services in US and CA

#### Achievements/Tasks

- As a part of Customer Master Data, working on Quality and validation of new customer on-board and also working with existing accounts/ Customers. Effectively communicate and collaborate with leaders across all operating sites to deliver on department goals consistently. Communicating with different teams to complete our task and helping to resolve customer queries. Reports creation on Salesforce for different metrics. Taking care of team performance, process improvement.

Contact: Amardi Parmeshwar

### Marketing Operations Analyst Dell technologies

03/2018 – 08/2019

Hyderabad

#### Achievements/Tasks

- Handle post product launch, maintenance sustainability and quality of the product. Excellent experience in multi-record data migration for multiple Products. Working on AHT and Team performance reports using Advance Excel and SQL database. Daily contact with PLM (Product managers) on email and meetings to discuss our business need and requirement. Working on data received on daily basis and getting the best possible direction for the business improvement. Data management for hole team and Maintain >98% quality with average handling maintained. Contributed to UAT testing of new tools for improvement of the quality of the data.

### Analyst Resilinc Solutions Pvt Ltd

05/2015 – 02/2018

Pune

#### Achievements/Tasks

- Managing client's data in Salesforce to calculate Risk. Need to look customer policies for Supply chain Risk, BCP, Conflict Minerals and EW modules. Performing Quality Checks and implementing root cause analysis (RCA) on behalf of the team. Using Salesforce, Data loader, Workbench, My SQL, advance Excel and Power Point on daily work. Present reports to client on as per there requirements. Creating platform for new customer onboard. Salesforce to Salesforce (S2S) connection settings. Designed SOQL queries to get data from different related objects. • Analyse global impact of risk into the Supply chain management, Business continuity plan, Conflict minerals, Corporate Social Responsibility, Capacity Risk and Event watch notification for their sites.

## SKILLS

Understands business strategy and objectives by studying the business function, gathering information, and evaluating output requirements and formats.

Performing Quality Checks and implementing root cause analysis (RCA) on behalf of the team.

Taken care of Quality check and maintaining quality of data. Analyzing data for multiple sources and creating different scorecard and Dashboards.

Good analytical skills with root cause analysis and providing clear concise business recommendations.

Hands on experience into SQL, RDBMS, MS Excel, MS Word, PPT Reports, Dashboards, Salesforce reports, CRM management, S2S Connection.

Analyse business processes to map the requirements. Follow timelines and deliver projects and reports within timelines (SLA).

Strong interpersonal and communication skills, with good relationship management and team supervision abilities.

Experience in Content Management and Supply chain Risk management. BCP (Business continuity Plan), CM (Conflict Mineral) and Event watch module as a part of risk management.

## PROJECTS

Customer Validation/ Onboard and Contact Verification - Clean Harbors

Product Launch and Sustainability of Product - Dell

Risk Management using SCM, BCP, CM and EW - Resilinc

Business Directories (E-commerce), Data Analysis, based on B2B and B2C data. - Indiacom

Activity Hero (<https://www.activityhero.com>) - Indiacom

SBD/NBD based on products - Genie (Dell)

## ORGANIZATIONS

Clean Harbors India LLP (08/2019 – Present)

Dell Technologies (03/2018 – 08/2019)

Resilinc Solutions Pvt Ltd (05/2015 – 02/2018)

INDIACOM LIMITED (10/2014 – 05/2015)

GENIE CUSTOMER MANAGEMENT SERVICES (12/2012 – 09/2014)

## EDUCATION

Bachelor of Engineering (B.E) in Computer Science from Rajiv Gandhi Proudhyogiki Vishwavidyalaya Bhopal - 2010