Gerryson Mehta

Business Analyst

An **ingenious business analyst** with 3+ years of experience in Service and IT industry. Seeking to use my **data analyzing**, **visualizing** and **implementing** skills to help **business grow.** I am **creative** and **headstrong** at work deliverables, while meeting **challenging deadlines**.

Personal Info

Phone
+91 9041213200

Date of Birth
January 5,1995

E-mail
gerrysonmehta@gmail.com

LinkedIn
linkedin.com/in/gerryson

Skills

Analytical Tools
- SQL
- Excel
- Tableau
- PowerBI

Databases
- PostgreSQL
- MySQL
- AWS

Languages
- Java
- PHP
- Python
- R

Soft Skills

- Writing Business Reports
- Writing Business Emails
- Visualizing Data
- Presentation Skills

Personal Interests

- Travelling to Hill Stations
- Listening to Rap music
- Fan of Science Fiction Web Series
- Working out and eating right to maintain a Healthy Lifestyle

Experience

Aronasoft   Aug'17-Apr'18
Product Developer

End-to-End IT solutions provider to **help business grow online** using product **designing**, **developing** and **marketing**

- Redesigned an existing website to **increase conversion and revenue**
  - **Redesigned the website to improve funnel drop off's** and **integrated better payment solution** to include features like **onetime payment and monthly subscription**
  - Simultaneously handled backend and frontend development, as my strength was backend developer, I **delegated** front-end development **task** to a junior developer and **took accountability** for his work
  - Analyzed **complex data sets** by representing the **behavior of customers** to provide **actionable recommendations** and conclusions for **future product roadmaps**.
- Built a website to collect survey data without logging a user and without advertisement
  - Used PHP, JQUERY and **MYSQL** to build the backend, frontend and **database**
  - For **data sanity** and **analysis**, every **unique responder** had to be identified **using IP** since login could not be used
  - **Analysed funnel** and found that **responses to visits** was **low** and **created a reward system** i.e. INR 5 for every 50 questions
  - **Personalised the questionnaire** by getting input of user's interest as first question, since **data revealed that user answer questions as per their interest**

Tech Mahindra   Apr'18 to Present
Business Analyst

A 5.2-billion-dollar multinational technology company, providing **information technology and business process outsourcing**

- Navigated alarms generated by servers present in the common pool and created tickets for respective team automatically when a process is malfunctioning
- Understood, documented, and **presented** the client issues to the **Program Director**, to discuss the **bandwidth allocation** to each malfunction
- **Reported** 2 important **KPI** using **Excel** i.e. **revenue** and **bandwidth optimisation** of my team. We had to maintain the revenue above USD 1 million and SLA to close ticket in 3 days
- Each process was unique and navigating each alarm required understanding of the process. This helped me to strengthen my skill set of **being process oriented** and **root cause analysis**
- I communicated and showed visibility with my manager using **Jira** and **Microsoft teams**
- **Built Case studies** for reducing the **number of Uninstall** for our **Techm Login Application** for every employee **reduced by 33%**

Education

Chandigarh Group of Colleges(CGC), Mohali   Aug'13 to May'17
B.E – Computer Science

Shivalik Public School, Chandigarh   May'11 and May'13
12th Board