**Abhishek Iyer**

Mobile No ; 9987534406 / 9867613974

A/19 Sri Ram Krupa Navapada Subash Road Dombivili West

Email id: abhishek523@yahoo.com ; Iyerabhishek359@gmail.com

Summary

* Offering nearly 7+ years of experience in various domains of operation, Finance, insurance, project Cordinator and business planning.
* Familiar with the concept of business analysis entailing client interaction, requirement gathering and liaising between two teams and so on.
* An effective communicator with strong logical / analytical skills and capability to relate people at any level of business and management. Experienced with a demonstrated history of working in the insurance industry.
* Skilled in Business Planning, R, Python and Tableau

**Project**

**PGP Business Analytics**: **Topic: Study on Indian Startups**

The Objective of this project is to identify which city has more number of start-ups and in which field so that the entrepreneurs who are about to start the business will have an idea of taking the decision based on the comparative analysis.

The objective of the project is to understand the trend of growth in Indian start-ups over last couple of years with respect to different cities and industry Using latest statistical tools and technologies such has Python - Spyder I have built an analysis where in there are 5 cities which has been updated in the code and the investment amount which is updated in the data Once you enter the city number and Investment amount it will give the desired Industry which is best fit for setting up new start-ups

**Education Qualification**

* Post Graduate Program in Business analytics (1 year Course) from SIES college of Management Studies
* Graduation Bsc IT from K.V.PENDHARKAR College ,University of Mumbai

**Certification**

* Lean Six Sigma Yellow Belt Certified

**Technical skills**

* Hardware & Networking, Software HTML, VB, SQL, Excel, Power Point, R, Python and Tableau

**Work Experience**

**Globe teleservices**

**Assistant manager Business Analyst**

**17- May-2021 to Currently Working**

**India first life insurance**

**Senior Executive Business Planning Finance**

**18- July-2019- 13-May-2021**

* Analysis on industry report which is sent to management committee and preparing presentation.
* In order to appraise the Board and Top Management with Company and Industry Performance, the function publishes various internal reports highlighting the movement of various financial parameters as well as industry insights & updates

**HDFC life insurance**

**Senior Associate - CRM**

**2-November-2015 – 16-July-2019**

* Handled operational process, involved in multiple technology project and prepared different sales dashboard using Excel
* Managed Call center and supported sales for closure and issuance of policy
* liaising with different stakeholders for new business issuance of policy.
* I was working as a project coordinator which includes projects like:
* **Robotics**: Completed robotics UAT successfully where in the bot will automatically process the form filling , upload the documents and create an application which will reduce the cost of acquisition of call center agent and faster issuance of policy.
* **Impact Six Sigma Project**: Completed impact project successfully for improvement in conversion TAT and login to conversion ratio in TOF process.
* **Customer 360** : Worked in project customer 360 the main agenda of this project is to provide an interface to call center agents which will cover all the required information useful for the customer and reduces escalation and non-first time resolution.
* **Insta** : It is an application where in any sales person can create the lead from his mobile .The main objective of this project is to reduce the cost and increase in terms of creation of leads .
* **IVR**:Involved in project IVR where in the customer will make the payment by this mode.

**Accenture Service Pvt LTD**

**Financial Transaction Processing Analyst (US Health insurance)**

**12-August 2013 to 21-August-2015**

* Deals with process verification, manual testing and disposition of payment
* Responsible for refund, transfer of fund and generate invoice bill to customer.
* Worked in software tool like DOS and Siebel.
* Solved process related query and share updates with team.
* Worked as quality auditor

**Rewards and Recognition**

* Half yearly Achievers First award in India first life insurance for 2020 - 2021
* Rewarded as Employee of Quarter in HDFC life for the month January’18-March’18
* Rewarded twice as a Top performer in Accenture for the month of November 2014 and April 2015.