**Mary Daffni V**

***CAREER MISSION:***

Seeking a challenging career for a responsible position where my knowledge and skills are optimized by a structured & progressive organization, which enables for innovation and strategic growth.

***EXPERIENCE SUMMARY:                                                          [Aug 2012 – July 2016] ---4Years***

* **Associate at GENPACT (June 2015-July 2016)**
* Carrying out product based Market research & Analytics by executing high quality ongoing analytical and ad-hoc requests and delivers them on time to the clients.
* Perform analysis like Sales Performance, Brand analysis, New Product Development (NPD) with the monthly sales for the client and provide strategies and insights to resolve the business issue.
* Maintenance of Monthly, Quarterly, Half yearly and Yearly Sales reports for Industry Clients to analyze their growth or decline phase.
* Responsible for creating, updating and delivering MIS reports on daily, weekly and Monthly basis.
* Generation of Reports, Presentations and Charts for the clients to analyze growth or decline using Customized Reporting Tools: MS Excel & PowerPoint. Knowledge on Pivot Table, Lookups and other advanced Excel functions.
* **Analyst at AXA Business services (Aug 2012- June 2015)**
* Process involves work related to new policy creation and lapsing of policies. Key accountabilities include quality in service delivery and work queue management.
* To do general updates.
* Payment changes.
* Lapses.
* Manual submission of accounts.
* Individual accounting adjustments and plan transfer.
* Addition and deletion of dependents and change of address.
* In addition to the above basic medical underwriting and healthcare provider network management.

***ACADEMIC PROFILE:***

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| --- | --- | --- | --- |
| **COURSE** | **INSTITUTION** | **CLASS** | **YEAR OF PASS** |
| **MBA Finance** | SIKKIM MANIPAL UNIVERSITY | FIRST CLASS | 2014 |
| **B.Com** | St.ANNE’S WOMEN’S FG COLLEGE | FIRST CLASS | 2012 |
| **XII TH** | INDO ASIAN ACADEMY | FIRST CLASS | 2009 |
| **XTH** | B.M English High School | FIRST CLASS | 2007 |

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| **Technical Skills** |  |

* Diploma in Computer Application
* Diploma in Tally 7.2
* Certification on Advanced Excel Windows 10
* MS Power point, Citrix Mainframe Database Application, ILD (IRI MDM tool)

**Primary Assets:**

* Good Communication &amp; Inter Personal Skills
* Positive outlook and open-minded approach
* Aptitude for learning new assignments &amp; determined approach towards work environment
* Flexibility &amp; Hardworking
* Sincere &amp; honest
* Ability to work in a Highly Motivated Team Environment
* Capacity to learn a new proficiency with every new assignment
* My career goal and Aspiration is to become one of the highly effective members of my organization.

***Key Responsibilities @ GENPACT as an Associate :* (June 2015-July 2016)**

* Client Delivery Service (CDS): IRI collects data from retailers, maintains it in a database, and packages it with Solutions to meet Client’s needs. Involving in the processing of customer data from various sources. This processed data is migrated to IRI Report Format. These Reports helps Business managers in making critical decisions such as measuring market performance. Improving retail collaboration, enhancing marketing and provide an in-depth understanding of consumer behavior.
* Carrying out product based Market research & Analytics by executing high quality ongoing analytical and ad-hoc requests and deliver them on time to the clients.
* Perform analysis like Sales Performance, Brand analysis, New Product Development (NPD) with the monthly sales for the client and provide strategies and insights to resolve the business issue.
* Maintenance of Monthly, Quarterly, Half yearly and Yearly Sales reports for Industry Clients to analyze their growth or decline phase.
* Responsible for creating, updating and delivering MIS reports on daily, weekly and Monthly basis.
* Generation of Reports, Presentations and Charts for the clients to analyze growth or decline using Customized Reporting Tools: MS Excel & PowerPoint. Knowledge on Pivot Table, Lookups and other advanced Excel functions.
* Analyzing Sales Opportunity & Distribution Gap in reports across multiple Geographies.
* Providing key Insights to the client based on their data trend in the market.
* To analyze the categories in which the client and its competitors are present and to help them run their business effectively in a highly competitive market.
* Understanding the consumer purchase behaviour through panel data for developing appropriate advertising strategies and examining the consumer dynamics.
* Regular interaction with clients for resolving issues pertaining to the data delivered in reports, process queries & analysis.
* Developing the report template based on the client requirement.
* Identifying the new techniques and Process, so the process can be streamlined and results in value addition to the business.
* Involved in FPY (First Pass Yield) & RCA (Root Cause Analysis) Analysis for our Team.
* Involved in creating & maintaining VMS (Visual Management System). Also lead this activity for our Team.
* Building relationships with client team to enhance communications for smooth transaction of information through regular interaction and follow-ups.

***TOOLS USED:***

Citrix  Mainframe Database Application, ILD MDM Application (IRI Tool), Analyzer 14, Plus suite 2.7 and CPGN tool.

***ACHIEVEMENTS:***

* Received “**Spot Award**” to maintain above 100% SLA throughout the year with quality deliverables.
* Received “**Bronze Award & Gold Award**” for outstanding contribution.
* Received **STAR OF THE MONTH** for the outstanding work done on new category received, for the initiative and the work done on one of the toughest and critical category in the team during crisis, coordinating various tasks within and outside the team.
* Received **Client appreciation** for the contributions towards Ad-hoc project in the team.

***OTHER QUALIFICATION/CERTIFICATION/TRAININGS*:**

* Advance Excel Training from NIIT
* Lean Trained and Tested from Genpact
* Attended Corporate & Email Etiquette Training, Personality Development Training
* Basics of VBA

***Key Responsibilities @ AXA BUSINESS SERVICE as an Analyst:* (Aug 2012- June 2015)**

* Process involves work related to new policy creation and lapsing of policies. Key accountabilities include quality in service delivery and work queue management.
* To do general updates.
* Payment changes.
* Lapses.
* Manual submission of accounts.
* Individual accounting adjustments and plan transfer.
* Addition and deletion of dependents and change of address.
* In addition to the above basic medical underwriting and healthcare provider network management.
* Good knowledge of excel have used all the major functional keys.
* Medical knowledge, claims processing
* Attending client calls(Direct interaction with clients)
* Allocation of work
* Report generation

***TOOLS USED:***

Citrix  Mainframe Database Application, & CIRIS

***ACHIEVEMENTS:***

* Awarded as the best trainee in the quarterly Rewards and Recognitions
* Awarded as the best performer as Top Gun Award
* Awarded as the best performer in the quarterly Rewards & Recognitions
* Very short span of time duration I was trained for the large corporate clients.
* Awarded as Best Peer

***PERSONAL INFORMATION:***

Name                      :  Mary Daffni . V

Date of Birth           :  09- July- 1991

Nationality              :  Indian

Marital status        :  Single

Languages Known :  Kannada, English, Tamil and Hindi

Hobbies : Listing Music & Browsing

**Job Seeker First Name / CV No: 1837392**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

