**NIKHIL**

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**SENIOR DATABASE ASSOCIATE**

**Email**: Nikhil-394008@2freemail.com

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**SUMMARY**

Data Analysis skills with 9 years proven experience data analytics and reporting skills with project management in interpreting and analysing data for business solutions.

* Analyze problems and discover the best ways to solve them.
* Preparation of monthly/Weekly MIS report.
* Proven ability to successfully manage a team of several subordinates.
* High comfort level with evaluating and selecting software and hardware for various applications.
* MIS reporting to management on daily basis.
* Fluent communication skill in English.
* Develops MIS documentation to allow for smooth operations and easy system maintenance.
* Analyze business information to identify process improvements for increasing business efficiency and effectiveness.
* Provide customer support and assistance in issue troubleshooting and resolution.
* Develop MIS system for customer management and internal communication.
* Skilled in advanced MS Excel. Well-versed with VLookup, Insert, IF, Macros Functions.
* Assist in maintaining and updating of web site and intranet.
* Troubleshoot for issues related to Operating systems, network issues and software up gradation or installation.

To obtain a challenging and ambitious position in MIS Executive/ Senior Database Associate/Voice process/Administration where skills and knowledge get enhanced and can add to the growth of the organization.

**AREAS OF EXPERTISE**

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| * Advance Excel Skills
 | * Graphs and analytical reports
 | * Data Management
 |
| * Internal reports
 | * Customer Support
 | * NetSuite
 |
| * Research and Evaluation
 | * Staff Management
 | * Funds Flow
 |
| * Decision-making
 | * Managing operations
 | * Professional communication
 |
| * Presentation making
 | * Hardware and Software Installations
 | * Sabre
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| * Monthly/Weekly Reporting
 | * Handling records
 | * Organizational and planning skills
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**WORK EXPERIENCE**

**Worked in Bangalore as Senior Executivefrom Mar 2017 till Nov 2018.**

**Responsibilities:-**

* Responds to requests for price quotations utilizing automated system for international itineraries.
* Conforms to client travel standards and policies.
* Maintains and promotes professional and courteous client relations by managing a prompt and accurate response to telephone and email communications.
* Achieves individual and contractual service level goals related to telephone, quality, and productivity.
* Books reservations for air travel, hotel and car rentals, following up when necessary to complete the reservation.
* Monitors, sorts and works global distribution systems (GDS) queues daily to maintain quality control.

**Achievements**

* Completed SABRE – Travel Ticketing Course

**Worked in Bangalore as Senior Database Associate(MIS) from May 2011 to Dec 2017.**

**Responsibilities:-**

* Compile, maintain and send calling reports to management monthly, weekly & daily created in MS-Excel through in depth analysis.
* Develop MIS documentation to allow for smooth operations and easy system maintenance.
* Provide recommendations to update current MIS to improve reporting efficiency and consistency.
* Extensive usage of Microsoft Excel (Vlookup, Hlookup, Pivot Table, Concatenate, Graphs)
* Proficient working with the Microsoft Office, ERP Software (NetSuite).
* Received Best Performance Award on 5th year Anniversary of Neilmed Devices Pvt Ltd.

**Achievements**

* Received 8 Best EmployeeMonthly Awards
* Received 2nd Best Employer of 5th Year Anniversary.

**Worked as Transaction Processor from January 2008 till April 2011.**

**Responsibilities:-**

* Performed outbound sales/ inbound customer service and provided warm calling to existing and lapsed customers.
* Sorted and distributed mail and dealt with customer enquiries along with general administrative duties.
* Collected payments on past due bills and utilized computer systems to handle skip tracing.
* Informed customers about changes in bill payments and interviewed respondents throughout New Zealand
* Conducted a variety of surveys, building rapport with customers through professional and positive manner.
* Completed follow-up phone calls, as requested by prospective participants.
* Recorded survey details, entering information into computer on a daily basis, maintained call history and developed a list of potential participants in further survey.

**ACADEMICS**

**Diploma in Computer Science**

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| **PERSONAL DETAILS** |
| Date of Birth | September 6, 1987 |
| Languages Known | English, Hindi, Telugu |
| Marital Status | Married |
| Nationality  | Indian |
| Hobbies | Listening to Music, Playing Cricket. |

**Declaration**

I hereby declare that all the information furnished above is correct and true to the best of my knowledge

and belief.

Place: Bangalore Signature

Date: (Nikhil)