

# BHANU PRAKASH SINHA

DATA ANALYST MIS AND ASSISTANT MANAGER

WORK EXPERIENCE: - 6+ Years.

**Teleperformance Global Business Pvt Ltd (TP)**, Gurugram, India.  
*French based MNC. Working in Central WFM team as Data Analyst MIS.*

Data Analyst

06/2022 – Present

- Handling data of several clients like Toyota, Excide Life, PNB Met life, Standard Chartered Bank, Axis Bank, South Indian Bank, Funds India, Nurture Form, Spencer, and others
- Team management by supporting to creating reports as per requirement.
- Power BI dashboard creation for my team, create VBA automation as per requirement.
- Using MS office like MS Power BI, Advance Excel, Macro, VBA Automation, MS outlook, SQL queries as per requirement.
- Client communication to solve business problem as per requirement.
- Do meeting with operations, Finance for related process data collection and others as per requirement.
- Leveraged applications and tools to analyse data, compile and visualize historical information.
- Data cleaning, error checking, BI Dashboard preparing.
- Worked across various platforms to create, generate, manage and schedule systematic reports for multiple stakeholders.
- Supported cross functional relationships to discuss and seek resolution to issues discovered during analysis of various reports and data.
- Collecting data for internal team with various sources and developing Power BI Dashboard.

**AnG India Ltd**, Noida, India.

*IT Hardware domestic organization works for bank as PAN India.*

MIS Executive and Assistant Manager

01/2018 – 05/2022

- Leading of Tamil Nadu state as Assistant Manager of 30 team members. Traveling in related states while required twice and once in month.
- As MIS Executive, created multiple reports, dashboard, handled various project of several clients by using reporting tools like Advance Excel, VBA (Macro) automation and power query editor.
- Helped with planning schedules and delegating assignments to meet coverage and service demands.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Interactions with Bank's client like HDFC, ICICI, Axis, IDBI, IDFC, SBI, PNB and others regarding security system installation.
- Interactions with sales team, finance team, store and other department regarding client service.

**Mantec Consultant Pvt Ltd**, Noida, India.

*Insurance provider origination in United State of America*

Data Entry Operator

01/2016 – 04/2018

- Generated leads and met with potential clients to explain insurance options and encourage purchases.
- Managed customer relations through communication and helpful interactions.
- Maintain data in MS Excel working with US Client (United auto Credit Corporation).
- Managed customer relations through communication and helpful interactions.
- Prioritized tasks to meet tight deadlines, pitching in to assist others with project duties.

## CONTACT

- Sec-101, Noida, UP Pin-201304
- +91 9999 370 838
- [tech.bhanuprakash@gmail.com](mailto:tech.bhanuprakash@gmail.com)

## SKILLS

*Hard Skills:*

- Team Management.
- Client interaction.
- Problem solving.
- Data cleaning, creating, updating.
- Data Mining.
- SQL Server Reporting.

*Techniques:*

- BI Data Visualization.
- Report Automation.
- Dashboard Development.

*Tools and Software:*

- SQL
- Power BI
- Advance Excel
- VBA Automation.

*Languages:*

- English (Native)
- Hindi (Native)

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## EDUCATION

Mangalam Institute of Management and Technology

**Master of Business Administration**

05/2009 - 04/2011

## OTHER

- Certified in VBA Automation.
- Certified Power BI Developer.
- Certified in SQL Basics.

**Education:**

- **Master of Business Administration (MBA)** from MMIT, in Year 2011 with operation and Administration.
- **Bachelor of Arts (BA)** from Jaunpur, University in Year 2009 with English and History.
- **Intermediate (12<sup>th</sup>)** from UP Board in Year 2005 with PCM.
- **High School (10<sup>th</sup>)** from UP Board in Year 2003 With PCM.

**Projects:**

- **HDFC PAN India installation. (AnG India Ltd)**
  - Creating BI Reports of System installation. Analysing project, Checking loophole in the project. Work progress of Bank.
- **Pan India AMC observation. (AnG India Ltd)**
  - Creating BI Reports of AMC visit. Analysing project, Checking loophole in the visit. Scheduling and rescheduling visit as per requirement.
- **Central WFM Billing tracker. (Teleperformance Global Business Pvt Ltd)**
  - Collecting, Cleaning, Organizing data from various users by Power Query editor. Developing Power BI dashboard. Publishing on Power BI web for company top management.

**Skills:**

- **Team Management as Assistant Manager**
  - Team Management, Client handling.
- **MS Power BI**
  - Pivot Query Editor, Data connectivity, DAX function, Dashboard Development, Data visualization. Power BI Services.
- **VBA automation and Macro.**
  - Reporting and Dashboard Automation, Error Handling and Debugging, Loops, Bulk mail sending etc.
- **Advance Excel**
  - Pivot Table, All functions, and formulas (Sum, Sumif, Sumifs, VLOOKUP, index, Match, date functions etc.), conditional formatting, Power Query, Data Validation.
- **SQL**
  - SQL operators like Select, where etc, joins like left, right, inner, and full. Aggregate Functions like Sum, Count, Average, Min, Max etc, Subqueries like update, insert, delete. Logical Function like and, or, not etc.

**links:**

- <https://github.com/techbhanuprakash/techbhanuprakash>
- <https://www.linkedin.com/in/bhanu-prakashsinha-941497a7>

