Nithin Venkataramani

Leveraging 2+ years as a Business Analyst, I've consistently heightened operational efficiency and company performance, championing team collaboration and fostering strategic stakeholder relationships.

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WORK EXPERIENCE

Tata Communications Transformation Services Limited

Customer Service Executive   Feb 2022 - Present

- Demonstrated capability in producing and delivering detailed reports in line with customer needs.
- Applied analytical skills to enhance workflow efficiency using automation.
- Proven experience in project, process, and operations documentation.
- Used excellent communication skills to effectively manage escalated customer issues, leading to a 20% decrease in unresolved cases.
- Maintained smooth communication between different departments and groups.
- Partnered with cross-functional teams and contributed to a 15% increase in customer service efficiency through process improvements.
- Frequently interacted with customers through calls and emails to ensure satisfaction.
- Managed billing and invoicing processes for diverse customers.
- Proven proficiency in using automation tools, including PowerBI and VBA.

Hyundai Motor India Limited

Graduate Trainee   Aug 2019 - Sep 2021

- Experienced in CMM Programming and Quality, has a knack for inspiring team members to embrace the quality culture through comprehensive education and training schemes.
- Demonstrated responsibility in implementing quality systems to meet set objectives, excels in project planning, execution, and communicative program status reporting.
- Skilled in backing the formation and execution of process enhancements, inspection strategies, and project plans, while also focusing on optimizing inspection methods and sampling techniques.

EDUCATION

SCSVMV University

B.Tech/B.E.(Mechanical) - 7.6 GPA   Aug 2015 -2019

PROJECT

Learning and Development PowerBI Dashboard   3 Months

- Simplified the process of learning and development through PowerBI by Data Visualization methods with 100% accuracy and also will be generated automatically with no manual intervention.

SKILLS

- Problem Solving, Analytics, SQL, Excel, PowerBI,Python,Communications,Time Management and Operations.