



NAZMUL GAZI

Senior MIS Analyst

An experienced and dedicated MIS Analyst with several years of experience identifying efficiencies and problem areas within data streams while communicating needs for projects. Adept at receiving and monitoring data from multiple data streams, including Access, and Excel data sources. The ability to synthesize quantitative information and interact effectively with colleagues and clients.

Contact

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Address

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Pincode: 421201

Education

Bachelor of Commerce

IIBMRT, Mumbai
2021 - 2022

H.S.C

Model College, Mumbai
2005 - 2006

S.S.C

Omkar English School,
Mumbai
2003 - 2004

Additional Course

IRDA Course through LIC
of India.
2008 - 2008

Expertise

Advanced Excel
Power BI
Microsoft Power Point
Basic VBA Macro
Time Management
Fast Learner
Ability to Multitask
Analysis Skills
Typing Skill 35 WPM (English)

Language

English, Hindi & Marathi

Employment History

Danube Group, Dubai

November 2018 - December 2021

Commercial Executive

March 2021 - December 2021

Sales Coordinator

November 2018 - February 2021

- Working on the Excel Dashboards and Power Point.
- Preparing various daily reports in excel. (Stock Report, Stock Monitoring Report, GP Report, Outstanding Receivables Report etc.)
- Preparing a monthly sales report of the customer.
- Performed in-depth data validation on data from various suppliers across the world.
- Served as the primary contact for client service teams for several different projects.
- Researched and resolved data discrepancies with troubleshooting teams.
- Merged data with existing data sets, careful to keep old data sets and documentation.
- Communicated effectively with project management regarding issues and needs for projects.
- Providing quotations to the customer, order forms with stock availability and raising Proforma Sales Invoice.
- Responsible for processing sales inquiries, quotations and orders.
- Maintaining customer relationships and handling all correspondence with customers.
- Identified and maximized sales opportunities, and increased customer retention rates.
- Analyzed sales and financial performances to effectively plan for increased future opportunities, while identifying obvious weak trends.
- Successfully managed a sales team of several people to meet and achieve sales goals.

Senior MIS Analyst

April 2016 - November 2018

MIS Analyst

January 2013 - March 2016

- Analyzing raw data, drawing conclusions & developing recommendations.
- Creating, cleaning and maintaining reports in Excel Dashboard and Power Point that allows the company to get information on daily business activities.
- Coordinating with clients via mail or con-call whenever required.
- Coordinating with the country's ports and airlines if any information is missing related to the missing timestamp, effective date, origin/ destination, delay reasons.
- Creating SOP for new and existing reports in MS-Word.
- Using macros to extract vast data from internal applications like Dhli and Logis.
- Do Audit and Quality checks to maintain accuracy of the work.
- Advising on the suitability of methodologies and suggesting improvements.
- If a client visit is scheduled, then prepare a list of questions and suggestions related to the process improvement for discussion with the client.
- Providing help to the team mates with their work whenever required.
- Providing training for the new members introduced in the team.
- Sending status report of the team mentioning work done by all teammates for Updates Count, Reports Count, Error Counts (if any) & any new changes introduced in the process from clients, on a weekly basis to the manager and client.
- Participating in the con-call every week with the main client for the discussion on amendment took place in the process, work done, work pending with reasons, queries listed if any, for that particular week. As well as noting down the new methodology details which are in the pipeline or will take place in the coming week.
- Participate in discussion with the team members on issues facing the team and helping them to take the same to the higher authorities.
- Working on the Ad-Hoc whenever required.
- Providing help to other teams in their work for cross utilization.
- Do Audit and Quality checks to maintain accuracy of the work.
- Providing a weekly status report of the team to the Team Leader, manager and internal client.
- Providing a satisfactory explanation to the client, if approaches at any point.
- Handling team members work in their absence to maintain work flow.
- Worked with complex datasets and trained new hires to work with them as well.

Senior Quality Executive

January 2012 - December 2012

Quality Executive

December 2010 - December 2011

- Provided leadership to the QA team and responsible for improving client service levels and operating efficiencies.
- Responsible for quality monitoring of inbound as well as outbound calls made by the associates.
- Participate in calls with the client to understand expectations & provide feedback.
- Sharing reports with clients.
- Analyzing the quality data and discussing the action plans with the supervisors as well as clients.
- Managing call calibrations and discussing the process performance with clients weekly basis.
- Taking leadership in handling escalations & complex issues to find out the root cause analysis & fix the same.
- Visit client sites as and when required in order to streamline the processes.
- Managing work with proper quality analysis and highlighting problem areas in the process.
- Giving constructive feedback to the agents and improving their performance by suggesting necessary action plans.
- Achieved quality targets and met tough deadlines.
- Giving suggestions and ideas on making the quality of the calls better and coaching the associates on the areas of improvement.
- Responsible for the performance improvement of the Quality STA in the team and mentoring them to improve process health.
- Preparing Weekly and Monthly Dashboard for the process.
- Preparing Monthly & Weekly Error analysis, Prepare review PPT.
- Floor Sweep Report & CSAT Analysis.

Senior. Customer Service Associate (P&G Desk)

February 2009 - November 2010

- Attending calls to the Platinum & Gold customers and answering their account and billing related enquiries.
- Conduct Daily Post Shift Briefings of my team to discuss new updates & Quality Scores.
- Supporting team leader for day to day MIS.
- Worked in an "Agent Improvement Program" as a Team Coach in front office.
- Providing training to the new associates on product and process.
- Consistently provided excellent customer service, which resulted in positive customer feedback and recognition at quarterly town hall meetings.
- Consistently achieved individual targets.
- Creating and maintaining quality trackers.
- Responsible for identifying the problem areas and process by critically analyzing reports.

Reliance BPO Pvt Ltd., Navi Mumbai

April 2007 - January 2008

Customer Service Associate (P&G Desk)

April 2007 - January 2008

- Attending calls from domestic customers and answering their accounts and billing related enquiries.
- Supporting Team Leader for day to day MIS.
- Worked in an "Agent Improvement Program" as a Team Coach in front office.
- Providing training to the new associates on product and process.
- Consistently provided excellent customer service, which resulted in positive customer feedback and recognition at quarterly town hall meetings.
- Consistently achieved individual targets.
- Creating and maintaining quality trackers.
- Responsible for identifying the problem areas and process by critically analyzing reports.

Date:

Place:

Nazmul Ahmed Ali Gazi