

MANISH NAGAR

Analyst

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PROFESSIONAL SUMMARY

Experienced Analyst with 3.5+ years of hands-on experience in analysing, optimizing, and managing business processes across diverse industries. Proven ability to bridge the gap between business needs and technical solutions through effective collaboration with cross-functional teams, stakeholders, and clients. Skilled in gathering and translating requirements into actionable insights, designing process improvements, and implementing technology solutions that drive measurable results. Identified inefficiencies and redesigned workflows to improve operational performance and reduce costs. Supported project lifecycles from initiation to closure, maintaining clear documentation and facilitating smooth transitions.

WORK EXPERIENCE

Analyst | DXC Technology | Noida | 2021 - 2025

As a key member of the business operations team, played a pivotal role in streamlining internal processes, enhancing reporting accuracy, and acting as a liaison between clients and internal stakeholders to ensure consistent service delivery.

- **Leveraged Citrix and AWD platforms** to manage and monitor complex business workflows across multiple client accounts. Ensured the seamless execution of daily operations, tracked performance metrics, and mitigated bottlenecks in real-time to maintain service efficiency.
- **Prepared and analysed comprehensive monthly operational reports**, identifying performance trends and opportunities for improvement. These insights helped optimize internal reporting processes, resulting in a **20% increase in reporting efficiency** through automation, error reduction, and process standardization. **Implemented a structured work allocation framework**
- within the team to distribute tasks effectively based on workload and priority. Conducted regular follow-ups to ensure accountability, which enhanced overall team productivity and consistency in task completion. **Managed end-to-end premium and billing processes**, ensuring timely
- invoicing, reconciliation, and payment tracking. Maintained high levels of accuracy, directly contributing to reduced financial discrepancies and improved client trust. **Served as the primary point of contact for clients** on multiple projects. Actively participated in client calls, provided
- status updates, gathered feedback, and aligned deliverables with client expectations to ensure long-term satisfaction and engagement. **Accurately calculated customer refunds and financial adjustments** in accordance with internal policies and client agreements. Maintained meticulous
- records and ensured quick resolution of discrepancies, leading to enhanced client satisfaction and a reduction in escalations.

CERTIFICATIONS

Data Analysis and Visualization

Analytics Training Hub (ATH), Mohan Estate, Delhi

Completed: October 2023

- Acquired practical skills in **data analysis, visualization, and data handling techniques** using **Excel, MySQL, Power BI, and Core Python**.
- Built interactive dashboards and conducted data storytelling to support business decisions.

- Executed real-world projects involving data cleaning, exploratory data analysis, and visualization using **Power BI** and **Python**.
- Gained proficiency in **SQL queries**, **advanced Excel functions**, and **DAX** for custom calculations in Power BI.

TECHNICAL SKILLS

Microsoft Excel

- Data Analysis, Formulas & Functions, Data Visualization
- PivotTables & PivotCharts, Report Generation, Dashboard Design
- Macros for Task Automation

Power BI

- DAX Formulas, Data Modeling, Data Analysis
- Report Development, Interactive Dashboard Creation

FUNCTIONAL SKILL

- Strategic Planning
- Problem Solving
- Crisis Management
- Creative Thinking
- Time Management
- Adaptability to Change

EDUCATION

Master of Business Administration (MBA)

School of Open Learning, University of Delhi

2024 – Present (Pursuing) **Bachelor of**

Commerce (B.Com) School of Open

Learning, University of Delhi 2017 – 2020

KEY STRENGTHS

- Proficient in **interactive dashboard creation** using **Microsoft Excel** and **Power BI** to visualize data and support strategic decision-making.
- Skilled in transforming complex datasets into actionable insights through intuitive and dynamic reporting tools.
- Skilled in **developing and implementing Excel macros** to automate repetitive tasks, enhance productivity, and minimize manual errors.
- Strong **adaptability to new ideas, tools, and work environments**, with a continuous learning mindset and a flexible approach to change.

ACHIEVEMENTS

- Consistently maintained **productivity levels exceeding 120%** over the course of a full year, demonstrating exceptional efficiency and dedication.
- Successfully **delivered projects ahead of scheduled deadlines**, contributing to improved client satisfaction and team performance.
- Proposed and implemented **automation ideas** that resulted in **significant cost savings** and reduced manual effort.
- Honored with **two "Champ Awards" at DXC Technology** in recognition of outstanding performance, innovation, and commitment to excellence.