

Himanshu Chouhan

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PROFESSIONAL SUMMARY

Results-driven Senior MIS Executive with expertise in database management, data analysis, and reporting. Proven ability to drive business insights through data-driven solutions. Additionally, 1 year of experience in CRM, leveraging customer insights to enhance business relationships.

EDUCATION

Master of Business Administration (Management) Devi Ahilya Vishwavidyalaya	2022 - 2024 Grade: 6.0/10.0
Bachelor of Education (Education) VNS College of Physical Education, Barkatullah University	2019 - 2022 Grade: 89.0%
Intermediate (Class XII) Morning Star H. S School	2017 - 2018 Grade: 55.0%
Matriculation (Class X) Morning Star H. S School	2015 - 2016 Grade: 62.0%

EXPERIENCE

Senior MIS Executive May 2025 - Present
IMS Group Ahmedabad

- Identified and documented automation opportunities in reporting workflows reducing report turnaround time by 10% through systematic process redesign and Advanced Excel automation.
- Acted as the analytical bridge between operations teams and leadership translating data requirements into structured KPI dashboards and reporting frameworks using Power BI and SQL.
- Led end-to-end data extraction, validation, and reconciliation across multiple business datasets, ensuring 100% accuracy of client-facing deliverables directly supporting operational decision-making.
- Designed and maintained interactive Power BI dashboards tracking revenue, sales, and operational KPIs — enabling real-time visibility for senior stakeholders into business performance.
- Created and maintained process and reporting documentation standardising data flows and ensuring consistent, repeatable output quality across departments.
- Performed gap analysis on existing reporting processes, identifying inconsistencies and implementing corrective data integrity measures across cross-functional operations data.

Customer Relationship Management Executive March 2024 - May 2025
RDA BULK PACKAGING Indore, Madhya Pradesh

- Mapped and analysed end-to-end CRM and sales operations lifecycle extracting, cleaning, and structuring large datasets to build reliable reporting foundations for business decisions.
 - Translated business requirements into structured data reports and dashboards producing regular sales performance analyses that identified seasonal patterns and revenue drivers, contributing to a 15% increase in monthly revenue.
 - Drove process improvement initiatives in CRM data management improving data accessibility by 30% through systematic database organisation and standardisation.
 - Identified customer behaviour trends through deep-dive segmentation analysis, enabling proactive client engagement strategies that improved retention rates by 10%.
- Produced concise, stakeholder-ready insight presentations communicating findings clearly to management and supporting data-driven planning decisions

PROJECTS

Zomato Restaurants Expansion (Demo) December 2024

- Collected, cleaned, and standardised multi-source datasets (restaurant listings, ratings, revenue records) — ensuring end-to-end data integrity across all analytical outputs, mirroring RD validation workflows.
- Performed market segmentation and gap analysis across multiple cities — identifying high-potential expansion zones based on competition density and revenue patterns, demonstrating structured requirement-to-insight delivery.
- Built interactive dashboards using Pivot Tables and advanced Excel formulas to visualise performance trends, cuisine-wise segmentation, and market saturation across geographies.
- Delivered a structured, data-backed analytical report with city-level expansion recommendations — translating raw multi-source data into clear, decision-ready business outputs.

SKILLS

Soft Skill: Critical Thinking, Decision-making, Presentation Skills, Time management
Databases & Data Tools: Excel, MySQL, Power BI, Spreadsheet