

Ankur Bhatia

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PROFESSIONAL SUMMARY

Results-driven Team Trainer and Team Leader with a proven track record of driving performance excellence and fostering a culture of customer-centricity. Known for my ability to inspire and empower teams to deliver exceptional service while achieving performance goals. Seeking a challenging role where I can leverage my expertise of training, coaching, and leadership to drive continuous improvement and exceed customer expectations.

EDUCATION

Bachelor of Commerce (Accounting) Kurukshetra University	2012 - 2015 Grade: 51.0%
Intermediate (Class XII) SD Model School	2011 - 2012 Grade: 61.0%
Matriculation (Class X) Bhagwan Parshuram Public School	2009 - 2010 Grade: 60.0%

EXPERIENCE

Subject Matter Expert December 2022 - Present
Across Assist Pvt Ltd *Gurugram*

- Prepare and present regular reports on operational performance to senior management.
- Analyze operational data to identify trends, opportunities, and areas for improvement.
- Lead and manage operational projects, ensuring they are completed on time and within budget.
- Coordinate cross-functional teams to achieve project objectives and resolve any issues.
- Lead and mentor operational teams, providing guidance and support to achieve performance goals.
- Foster a positive work environment and promote professional development opportunities.

Assistance Coordinator February 2021 - June 2022
Allianz Partners *Gurugram*

- Oversee customer service operations, ensuring high levels of customer satisfaction and addressing any issues or complaints.
- Implement strategies to improve the customer experience and retention.

PROJECTS

Bank CRM ([Github](#)) ([Demo](#)) August 2024

- Analyzed multi-year churn trends to pinpoint influential factors.
- Correlated demographics like age and credit scores with churn probabilities.
- Identified high-risk customer segments, e.g., low credit scores or minimal product users.
- Recommended tailored retention tactics such as personalized marketing and improved engagement strategies.
- Stressed the need for continuous strategy adaptation to meet evolving customer needs.
- Advocated a customer-centric approach to foster lasting loyalty and ensure sustained growth.

Ecommere ([Github](#)) ([Demo](#)) June 2024

- Addressed inconsistencies and missing values to ensure accurate analysis, calculated total revenue and identified key insights driving business success.
- Analyzed customer trends and product insights, revealing growing engagement over the years and identifying popular products, categories, and underperforming items.
- Designed a tiered loyalty program for enhanced engagement and explored logistics for streamlined operations.
- Skills - Power Bi: Used DAX Functions, created measures and used suitable charts

Zomato Expansion for Restaurants ([Github](#)) ([Demo](#)) June 2024

- Found the countries with the highest number of restaurants and ratings, focusing on top-performing countries.
- Identified the best-rated cuisines receiving the highest ratings, indicating strong customer preferences.

- Derived insights to find the most competitive restaurants in the selected countries to ensure new restaurants can perform better.
- Extracted the average price for every rating range, finding that the highest average prices are in Rating range 4, suggesting that higher prices with better quality food are acceptable to customers.
- Examined the impact of cuisine types, online delivery, and table booking on restaurant ratings, guiding service improvements.
- Skills: MS Excel

CERTIFICATIONS

Professional Certificate in Data Science Newton School

October 2023

Professional Certificate in Data Science - October 2023 — Newton School

- Completed an intensive data science certification program covering topics such as data analysis and data visualization

Skills/Tools: SQL, PowerBI, Spreadsheets

SKILLS

Computer Languages: SQL, SQL, Python

Data Tools: Power BI, Power BI

Software Packages: Excel, MySQL, Excel

Soft Skills: Written communication, Leadership, Team Building, Time management, Decision-making, Delegating tasks, Creativity, Teamwork, Critical Thinking, Responsibility, Presentation Skills, Communication Skills

Others: Email Marketing, Microsoft Office, Spreadsheet, Analytics