

SHUBHAM MISHRA

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Degree	Institute	Percentage/CGPA	Year
MBA	I Business Institute, Greater Noida	7.40	2024
B.Sc. IT	TCSC, University Of Mumbai	7.75	2020
Class XII	G N National Public School	68%	2017
Class X	G N National Public School	9.20	2015

WORK EXPERIENCE (15 Months)

Process Associate	Tata Consultancy Services	Feb 2021 – May 2022
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Summary	<ul style="list-style-type: none">Part of IT & Support Operation Team as a System Administrator and performed activities like support, maintenance, and enhancement to provide seamless services to our premium clients.
Key Deliverables	<ul style="list-style-type: none">Assisted the clients regarding accessing and managing the data on the tool and maintaining Service Level Agreements.Coordinated and collaborated with different cross-functional teams to solve daily based issues effectively communicated and escalated them to the teams.Proficient in Business Intelligence Tool Dynatrace, SaaS environment for observability of the application.Created different Dashboards and wireframe for better visualization of performance of the applications.Created impactful user stories for better understanding of client's requirements.
Achievements	<ul style="list-style-type: none">Skilled in various BI Technologies such as Real Time Monitoring, Synthetic Monitoring, Data Observability.Gained various skills such as Customer Satisfaction, Client Handling, Presentations, Project Management.Obtained diverse organizational Code of Conduct Certifications, including Agile Methodology, Growth and Transformation, IP awareness, Data Privacy, Knowledge Management.

INTERNSHIPS

Research Investigation Intern	Ernst & Young India	June 2023 – Dec 2023
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Key Deliverables	<ul style="list-style-type: none">Due Diligence: Performed research activities in support of Due Diligence.Worked on Investigation process for clients and vendors to ensure verification of facts of the company.Conducted interviews with various Directors and Business Owners at the client's side to gather information for the due diligence process.Coordinated with team members and clients to ensure seamless service & support.Performed event monitoring and reporting to higher management.Actively observed and monitored various live events and reported to the management.
Key Impact	<ul style="list-style-type: none">Proficiently researched and investigated 80+ Clients throughout the internship.Efficiently completed the due diligence process which resulted into cost saving of the project.

Management Trainee	Apex Insurance Consultant Ltd	Mar 2023 - Apr 2023
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Key Deliverables	<ul style="list-style-type: none">Worked on Lead Management System with the help of Sales team, along with interaction with real time Clients.Collaborated with cross-functional teams to give sales presentations, adapting strategies based on client profiles and market trends.Served as Point of Contact (POC) for customers to address their concern.Understanding customer requirements, issues and solved them with high efficiency.Transformed excel sheet into organized data sets which can provide meaningful insights.Increased trust and relationship with existing customers by providing continuous service & support.
Key Impact	<ul style="list-style-type: none">Proficiently handled 50+ Clients Issues with maximum customer satisfaction during the internship.Presented weekly Sales Reports, Lead reports and other essential Reports through effective Presentations.

CERTIFICATIONS

- Completed course on EY learning platform of Agile Principles and Methodologies.
- Cambridge English Entry Level (BEC) Certificate in ESOL international 2018. Learned about effective business communication.
- Completed Power BI by Maven Analytics course of 10 Hrs. and enhanced hand on experience on Power BI.
- Completed a Udemy online course of Mastering Business Requirement Documentation (BRD).

SKILLS

- Proficient in using **Microsoft Office Suite such as Word, Excel and PowerPoint**, Developed Strong Excel Sheet for data analysis and Reporting.
- Demonstrated strong **Presentation skills** throughout the academics, internships and in work experience to senior management.
- Managed **Client relationships** addressing concern and ensuring client satisfaction.
- Responded effectively to client's inquiries, showcasing excellent written and verbal **communication skills**.
- Implemented a standardize **Project Documentation** system, resulting in increased efficiency and clarity.