

# RAGHAV GURUSWAMY

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## EXPERIENCE

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### **CAPGEMINI – Bangalore, India**

*Analyst, Business Development & Operations*

*Aug 2021 – Nov 2022*

- Utilized tools like SQL, Excel, Python and Tableau to streamline data analysis and generate accurate valuable insights, reducing data processing time.
- Proven commitment to meeting deadlines by efficiently managing tasks and prioritizing workload.
- Developed strong analytical and problem-solving abilities, coupled with effective management of team and client discussions.
- Expertise in reviewing policies, SOPs, and process flows, offering valuable insights and recommendations for enhancement.

### **TRAINITY – Bangalore, India**

*Data Analytics Internship*

*Nov 2022 – Jan 2023*

- Demonstrate a proven track record of meeting project objectives while meticulously adhering to established processes and procedures.
- Took full ownership of assigned responsibilities, leveraging the resources of the global organization to ensure successful deliverables.
- Created Tableau dashboards and visualizations to monitor and track performance metrics.

### **ACCENTURE– Bangalore, India**

*Operations*

*Aug 2023 – Present*

- Proficiency in Customer experience Lifecycle Management, encompassing KYC, Client Onboarding, retentions, Product fulfilment, and Offboarding processes.
- Proficient in conducting thorough due diligence and surveillance on clients, maintaining strict confidentiality with an unwavering focus on achieving 100% accuracy.
- Skilled in collaborating with remote teams, leveraging communication tools effectively in a 24x7 environment with rotational shifts.
- Exceptional team player with the ability to build strong working relationships across distances.

## PROJECTS

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### **CALL VOLUME TREND ANALYSIS- Bangalore, India**

- Conducted comprehensive analysis of call volume trends using Excel, identifying patterns for proactive resource planning.
- Created detailed reports and dashboards using Excel, facilitating data-driven decision-making for the management team.

### **INSTAGRAM USER ANALYTICS - Bangalore, India**

- Spearheaded a comprehensive Instagram user analytics project aimed at understanding user behavior, optimizing content strategy, and enhancing overall engagement.
- Tracked and analyzed key metrics including follower growth, engagement rate, and reach over a period of time.

## EDUCATION

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### **NITTE MEENAKSHI INSTITUTE OF TECHNOLOGY – Bangalore, India**

*Aug 2021*

Bachelor of Engineering, Electronics and Communication Engineering

## SKILLS

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**Technical:** SQL, Excel, Microsoft Office, Citrix.

**Soft Skills:** Creativity, Strong problem-solving skills, Effective time management, Proactive customer focus, Strong written and oral communication skills in English, Analytical skills, Planning and Organization, Attention to detail, Good-customer relationship, Cross-functional collaboration, Presentational skills, Patience, Team Player.