CHARVI DINDOR

Operation Analyst

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📍 Gurugram, HR

EXPERIENCE

Operations Analyst, CRM/Salesforce Administrator

Infeedo   📅 2019 - Ongoing   📍 Gurugram, HR

Infeedo/Amber is an AI chatbot that talks to your employees to help you identify those who are unhappy, disengaged or about to leave.

- Collaborate with sales and operations teams to help find ways to create cost-effective business processes that will attract new customers.
- Managed Salesforce requests/issues for whole organisation.
- Successfully implemented Salesforce, onboarding users with 90% on mobile.

- Using Salesforce improved lead scoring methods and processes improving conversion to new accounts 13%
- Use sales forecasting or strategic planning to ensure the sale and profitability of products, lines or services analysing business developments and monitoring market trends.

Market Research Intern

InFeedo   📅 08/2019 - 11/2019   📍 Gurugram, HR

Company Description

- Utilise statistical software to manage and organise information monitoring the progress of research projects.
- Manage and organise information with statistical software conducting qualitative or quantitative surveys.
- Analyse and interpret data to identify patterns and solutions, including surveys and focus group transcripts.

EDUCATION

Bachelor of Science in Biotechnology.

Mohan Lal Sukhadia University   📅 Date period

GPA
3.9 / 4.0

Diploma in Data Analyst

Redwood Algorithm   📅 Date period

GPA
4.0 / 4.0

SKILLS

Python   R   Market Research

Lead Generation   Tableau

Data Visualisation   Business Planning

Database Generation

Databases

MySQL   SQL Server   MS Access

CERTIFICATION

Salesforce Classic Administrator

Udemy

Analytics 360

Analytics Training Institute

ACHIEVEMENTS

40+ Users CRM implementation
Handled the entire Administrative configurations, User Role/Profiling, Security settings, etc. of an organisation.

Certificate of Merit "Prototype Biotechnology" Cognizance 2014 IIT Roorkee.
Secured 1st Position
Why are you proud of this achievement?