



# MAYANK KAUSHIK

## SENIOR ASSOCIATE

Contact: +91-9953492369/8882251093

D.O.B: 20<sup>th</sup> April 90.

Email Address: Kaushik.mayank20@gmail.com

Languages: English & Hindi.

### PROFILE

Experienced professional with 6 years of cross-functional experience. Acknowledged for timely and efficiently delivering high profile projects. Knowledge and practical know-how that brings together strong business acumen, technical proficiency. A proven track record of quickly adapting to diverse challenges and rapid change, while effectively leading strategic and tactical actions. Deep skills and capabilities for directing and motivating blended project teams across most business processes and functions.

### EDUCATION

B.Tech – Electronics & Communications.  
Maharshi Dayanand University

### SKILLS

Microsoft Excel/Word/PowerPoint, Tableau, SQL, Business Analysis, Project Management, Gap Analysis, Strategic & Tactical Business Planning, Account Management & Operational Analysis.

### CERTIFICATIONS

AMCAT Certified Business Analyst  
Aspiring Minds

Tableau Desktop Certification  
Udemy

### WORK EXPERIENCE

#### SHL Global – Senior Associate

June 2016 – Present.

- Analyze large data sets and critically think about solutions to problems, strategies and outputs using fact based quantitative analysis.
- Preparing reports using pivots and dashboards.
- Providing strategic consultation to clients depending upon their requirement. Schedule meetings with client and perform scoping and analysis.
  - Account Management - Managing several international key accounts & handling end to end project cycle for clients majorly belonging to Fortune 500. e.g. – Nissan, Vodafone, Rio Tinto etc.
  - Plan project progress, sub goals, milestones, time and resource planning.
  - Strengthening business cases with statistical analysis of data along with providing data driven recommendations and suggestions.
  - Preparing BRDs and FRDs for the support team throughout the project life cycle.
  - Working closely with product development team and performing product research and UX analysis on the new products.
  - Presenting quarterly progress and productivity reports of the team to the upper management.

#### IBM India Pvt. Ltd. – IT Analyst

Dec 2014 – June 2016

- Working on incidents/problem tickets and providing root cause analysis for frequently occurring issues, problems encountered in the past and present providing a permanent fix for the same.
  - Performing Change request and Incident queue monitoring to manage client requests and queries.
  - Updating all associated activity logs on incidents including updates, ticket suspensions, completion and closure.
  - Creating/modifying users and groups, account administration and security management.
  - Working on critical request changes of the applications and make sure it will not affect the SLA.
- Responsibility for installing, configuring, administering and troubleshooting the software programs on end user's systems.