



SHABIYA HAQUE

BUSINESS ANALYST

Business Analyst with 2.2 years of experience in analytics and product building profile. Solved drudgery in logistics through process setup and automation. Have key involvement in setting up and launch of new product with implementation and training in operations.

EXPERIENCE

RIVIGO Services Pvt Ltd-

Business Analyst

JUNE'18-PRESENT

(Operational Excellence)

Worked on analyst and product building profile over the course of 2.2 Years. Accountable for building process and products from business face.

Data Analysis, Reporting and Dashboard Set-ups Metric Management, score card and Cluster Discussions calls:

- Automated multiple live scorecards and metric analysis reports using VBA, SQL, Macro, Reporting Desks, Periscope, Superset Dashboards, Google Studio and trackers.
- Leading a weekly input-output scorecard review and strategic planning with cluster managers of all 17 clusters PAN India. Re-designing all the performance managements into a single daily/weekly scorecard.
- Strong command over field ops to resolve day to day operations to execute the new plans and SOPs to enhance the process. Driving RCA/CAPA/Initiatives/Controls and execution of same at field ops.

Product-Tech, Program Management, ops Training and Product Deployment:

- **Program Management:** Acting as a key leader b/w Business, Product, Tech and client interfaces to get the business requirements completed in minimal lead time and accurate delivery of all tech products. Ends to end managing business requirement, tech suggestions-enhancements, calculating fitness functions, prioritizing the products along with the complete road-map and releasing all the products in sync with training completion at all the interfaces.

Ticketing Dashboard: Drive/formulated ticketing dashboard to shift from calls and mails to ticketing platform. Complete transformation from mails to tickets (Ticket adoption from 0% to 60%).

Captain App: Removed manual CN creation/Hand-written LR filling by capturing all the details directly into tech; by rebuilding the features

CONTACTS

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SOFTWARES

- MYSQL, POSTGRESQL (Periscope Dashboard, Superset Dashboard, Popsql)
- Advanced MS-EXCEL (Tools & formulas)
- Power BI
- VBA Macros
- R Programming
- MATLAB
- MS Power-point/ Word

SKILLS

- Project Management
- Problem Solving
- Data Driven
- Technology Obsession
- Public speaking
- Communication

into android app, by increasing suggestions in value fields and then directly printing the consignment prints for documentation purpose.

Billing Collections Tech: Worked on Online Payments, bank Transfers, Handover, Deposit Slips, Billing-Invoicing, Credit Debit Notes.

Collections, Financials:

- **TBB Collections:** Centrally Managing a PMO on collections for corporate clients in sync with teams like Sales, Ops, Finance.
- **Retail Collection:** Reduced overall DSO from ~17 Days to ~ 5 days – Revamped complete process of PAID/TO-PAY collections in Retail business vertical by identifying gaps and leakages in the old process and solved via formulating SOPs, Creating Retail Dashboards using SQL, R to provide 100% visibility of Revenue, Handover, Clearance.

INTERNSHIPS

509-ARMY BASE WORKSHOP AGRA

JUNE'17-JULY'17

TRAINEE ENGINEER

The Army Base Workshops carry out repairs and overhaul of weapons, vehicles and equipment to keep the Indian Army operationally ready.

Guided under the telecommunication department to build a project based on RFID (Radio Frequency Identification) security system. During the training period Learn about the various devices, equipment, instruments their working and functions and working of instruments. Had an exposure on different instruments in different department.

NETCAMP

JAN'16- FEB'16

NETWORKING TRAINEE

- Completed one-month training workshop on Networking conducted by NETCAMP in campus.
- learnt the particulates of networking and implemented concepts on hands-on projects

EDUCATION

B.E: **2014-2018**

BIRLA INSTITUTE OF TECHNOLOGY MESRA

ELECTRONICS AND COMMUNICATION ENGINEERING – 8.16 C.G.P.A

Higher Secondary **2011-2013**

KENDRIYA VIDYALAYA DANAPUR CANTT PATNA

PCM-PHY C.B.S.E - 88%

Secondary: **2009-2011**

KENDRIYA VIDYALAYA DANAPUR CANTT PATNA

PCM-HINDI C.B.S.E - 9.6 GPA

AWARDS AND HONOURS

- 1st runner up in Technical paper presentation at graduation level
- Bronze medallist in javelin throw in athletic meets 2017
- Top 10 position holder in Netcamp workshop
- Runner up in robotics competition Robo-war at college tech fest 2015
- Winner in SPL cricket tournament 2017 held at Moin-ul-Haq stadium

Volunteering and Leaderships

- Co-general secretary at college annual fest 2017.
- Branch Captain at annual athletic meet 2017.
- Captain of college cricket team.
- Volunteer in blood donation camp every year.