

Sai Kirti Biswal

Senior Quality Executive - Operations

Forward-thinking Senior Operations Executive with proven record of accomplishment in operations & Quality having 4+ years career. Driven and ambitious change manager dedicated to continuous business improvement focused on enhancing revenue and streamlining business operations. Diligent in driving profit maximization through multi-faced business approaches.



Work History

2017-09 -
2020-03

Senior Executive - Operations Excellence

Microland Limited, Bengaluru, Karnataka

- Developed effective business strategies to capitalize on emerging market trends.
- Shaped solutions and approaches by leveraging trends in customer marketplaces and industries.
- Working in Telecom team for GE Department in ASPAC region using in Service Now tool.
- Working on London and American accounts (APAC and HBUS Accounts) and make the report using tools V LOOKUP and H LOOKUP.
- Creating report using tableau and presentation to the clients.
- Timely escalation and communication of any identified issues while on-boarding or maintaining data
- Established clear and competitive goals, growth roadmaps and strategic business plans.
- Streamlined operations to maximize business efficiency and profits.
- Documenting all Data Remediation activity, participating in the entire life cycle of Remediation.
- Constantly upgrading knowledge on Client Account Data and be up to date with process related changes / updates.
- Timely escalation and communication of any identified issues while on-boarding or maintaining data.



Contact

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Skills

Advanced MS Office Suite

Experienced in Service Now Tool

Time Management

Creative Thinking

2016-06 -
2016-09

Data Analyst

HSBC Bank, Bengaluru, Karnataka

- Corrected any data entry error to prevent later issues such as duplication or data degradation.
- Coordinated statistical data analysis, design, and information flow.
- Performed system analysis, documentation, testing, implementation and user support for platform transitions.
- Identified and documented project constraints, assumptions, business impacts, risks and scope exclusions.

2016-03 -
2016-06

MIS Executive

Blackbuck, Bengaluru, Karnataka

- Working in MS-EXCEL Sheets to make the reports by using V LOOKUP, H LOOKUP, advance document verification, final settlement, raising the pods invoice details of different companies & making the reports.
- Maintained MIS security and performance levels, dictating organizational policy to maintain threat protection effectiveness.
- Determined data retention parameters based on organizational requirements.
- Identifying human (order entry) and system errors (Database errors) related to the customer data.

2015-10 -
2016-03

Intern

Web Town Pvt Ltd, Bhubaneswar, Odisha

- Participated in cross-functional team-building activities.
- Collaborated in professional team to solve complex issues, leading to success of the company.
- Learnt various aspect of software development during internship.



Hobbies

Sportsperson

Singing

Social Activities

Reading Novels



Education

2011-06 -
2015-07

Bachelor of Technology: Electrical And Electronics Engineering

College Of Engineering Bhubaneswar - Bhubaneswar



Technical Skills

- Great experience in using Service Now Tool.
- Expertise in creating reports for daily, monthly and weekly and interaction with customers for requirement.
- Highly experienced in VLOOKUP, HLOOKUP, Advance Excel, and Excel.



Declaration

I hereby declare that all the information contained in this resume is in accordance with facts or truths to my knowledge. I take full responsibility for the correctness of the said information.