



Manisha G

Senior Operations Analyst

Dynamic and motivated professional with a proven record of generating and building relationships, managing projects from concept to completion, designing educational strategies, Reporting techniques, and coaching individuals to success. Skilled in building cross-functional teams, demonstrating exceptional communication skills, and making critical decisions during challenges.

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📞 9113974396

📍 BANGALORE, India

WORK EXPERIENCE

Process Executive Infosys BPM Ltd

08/2018 - 03/2019

Bangalore

Achievements/Tasks

- Worked on UK customer's queries regarding BT Landline, Email and Broadband technical issues.
- Used Consumer.com to trouble shoot the landline, email issues.

Senior Operations Analyst PowerSchool India Pvt Ltd

07/2019 - Present

Bangalore

Achievements/Tasks

- Working involves managing and processing multiple projects, in Salesforce for their successful implementation and working with Project Managers for their complete execution
- Creating Dashboards on Domo and Salesforce.
- Resource co-ordination and allocation to the projects and assignments.
- Working as Salesforce Admin to implement many of the salesforce developments and automations.
- Owning Monthly reports like CSAT, Utilization and Milestone report creation.
- Ensuring smooth customer on-boarding with continuous communication and coordination with customers. Have handled project management tasks within services like "Implementation of welcome email where worked with various leaders to understand their onboarding process and implemented a standard welcome email process accepted by all.
- Creating & rolling out pre-sales quote documents to customers and processing them for booking to orders.
- Owned many inside operations process like CSAT timecard approval, Resource creation, project creation, assignment creation to ensure smooth operational process overall services.
- Developed and updated tracking spreadsheets using Smartsheet. Reviewed process failures and determined root causes. Building SOPs for various process documentations
- Designed plans to improve operations and suggested changes to systems for overall organization.

SKILLS

Excel

SQL

Tableau

DOMO

Project Managemnt

Project /Resource Coordination

V& A Communication

Salesforce Administration

MS Office

Smartsheet

EDUCATION

Bachelor of Engineering (BE) - Canara Engineering College (06/2014 - 06/2018)

Electricals and Electronics Engineering 70.7

PUC - Alvas's PU college (06/2012 - 04/2014)

PCME 89.16

High School - Jain High School (06/2009 - 04/2012)

94.4

CERTIFICATES

Masters Program in Business Analytics (01/2021 - Present)

Excel Completion course by Linked in Learning

Salesforce Lightening Flow builder by Udemy

Voice and accent training

LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Kannada

Native or Bilingual Proficiency

Tamil

Professional Working Proficiency