CHINTAN DEDHIA

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WORK EXPERIENCE
10+ Years

AGE
33

My Objective

I am looking to further my professional career with a challenging level management position in a world class company. Seek to utilize my skillsets in an industry and as part of a larger organization.

Education

Bachelor of engineering, Electronics	Graduated, July 2009
Shah and Anchor Kutchhi Engineering College	Marks 60.28%
Mumbai University Board,	First Class
Mumbai, Maharashtra.	
Higher Secondary Education	Passed, July 2005
S.K. Somaiya, Vidyavihar,	Marks 65.83%
Mumbai University Board	First Class
Mumbai, Maharashtra.	
Secondary School Certificate	Passed, July 2003
Mumbai University Board	Marks 76.67%
Mumbai, Maharashtra.	First Class

Career Highlights

Management and Data Visualization professional with 9+ years of experience in Sales, Ecommerce Operations, Data handling, Data Visualization.

- **Business Intelligence, SQL, Big data, Tableau, BI tools, QlikView, Data management, SSIS, SSRS**, Datorama, Google analytics, Adobe Analytics.
- Website Analytics, of 5+ years' experience in any of these tools: - Tableau, Datorama, DOMO, Power BI, Looker, Google Data Studio, or similar data visualization tool.
- **B2B, B2C Sales, E Commerce, Digital marketing, Data management** experience in handling various cycles of various projects.
- Digital marketing and Data analytics such as **Business Intelligence, Tableau, BI tools, Data management, SEO, Google ad words, Google analytics, Google keyword tools**, **Facebook** adverts, **YouTube** advert promotions, email marketing, SMS marketing, video editing software like VSDC Basic, kinemaster.
- Worked on many **Sales processes and Marketing strategies** for various segments lik**e digital devices**, **electronic security devices**, **interior designing and contracting, FMCG product [as a startup], Telecom**, and sales monitoring for **Dell computers**.

Skills

• Dashboard Creation	• BI and Tableau	• Data Visualization
• Monitoring Software tools	• Power point presentation	• Google Analytics
• Sales and Marketing	• Campaign designing	• Online Digital Marketing
• Data management	• Video Editing Software	• Financial strategy planning

Work Experience

November 2020 to March 2021
Salesforce Analytics Manager
Apex Funds
Pune

- **SQL, Power BI, dashboard creation, workflows in Salesforce platform, Salesforce Lightning, Google analytics, Google Data Studio, AWS, Table joins, Data management.**
- **Team meetings, Change Updates, running Dashboards**, Updating the existing Dashboards.
- Communicating with **non-technical stakeholders** and present findings on weekly monthly and quarterly basis.

March 2019 to May 2020
Associate Lead Analytics
Intouch Solutions
Jogeshwari West, Mumbai

- **Pharmaceutical Domain - Business Intelligence, SQL, Design and develop Tableau, Power BI, dashboard, workflows in Looker platform, data ingestion from GCP, AWS, Table joins**
- **Google API Connectors, Tableau, Looker, BI tools, QlikView, Data management, Google analytics, Adobe Analytics.**
- Website Analytics, of 5+ years' experience in any of these tools: **- Tableau, Power BI, Looker, Google Data Studio, or similar data visualization tool.**
- **SQL, R, Python** skills (5+ years) with the ability to write complex queries and the ability to **analyze, understand, clean, integrate and process complex data.**
- Experience in **Excel Dashboard**
- Communicating with **non-technical stakeholders** and present findings in a concise manner
- To understand **complex business requirements and translate into technical specifications.**

February 2018 to February 2019.
Project Lead Expert
Kraft IT Services
Ghatkopar, Mumbai.

- **Construction Domain - E Commerce business, Business Intelligence, SQL, Big data, Tableau, BI tools, Data management.**

- **Tableau, Datorama, DOMO, Power BI, Looker, Google Data Studio, Google analytics, Adobe Analytics.**
- **Business handling, Business plan working and financial strategy development** along with inclusion of proper export channels according to governments norms as a part of start up in FMCG sector.
- **Planning all the meetings and retaining of the customers from various sectors**, along with regular follow up with the AMC and further requirements from the existing customers.
- Handling **digital marketing of the ongoing projects along with Business Development.**
- Handled **Digital marketing projects** ranging from **Facebook marketing, YouTube promotions, digital marketing, acquiring working knowledge of business processes** in a functional area such as **Digital Marketing / Online Marketing / Social Media Setups.**

July 2014 to December 2017.
Sales and Marketing Manager

Axel Enterprises

Andheri, Mumbai, Maharashtra.

- **Electronics and Product Domain - Planning all the meetings and retaining of the customers from various sectors**, along with regular follow up with the AMC and further requirements for the customers in electronics field.
- Handled **Ecommerce operations** on various portals **Amazon, Flipkart, Paytm**, **Google analytics, Adobe Analytics, Tableau, BI tools, Data management**.
- **Handled team of 15 technicians ensuring smooth workflow**.
- **Holding regular meetings with different vendors** for inclusion of different products in the company profile.
- **Planning, working, and executing Government tenders** to get the teams to a course of action.
- **Identifying, understanding, and giving priority to meeting the needs of the customers** (both internal and external) and delivering a quality service at all possible and expected timelines.

March 2013 to June 2014.
Customer Relations

Tech Mahindra TECHMBS

Mumbai, Maharashtra.

Worked as **Customer Relations** from 15th February 2013 to June 2014.

- **Developed and monitored customer service standards in Telecom sector** that build customer retention levels lead negotiations with major and potential customers, **keeping the TAT and KPI in place**.
- The **management of customer relationships**, software manufacturers and **customer relationship management (CRM) systems** which tracks communications from sides, recording purchases and thus developing an understanding of each customer's preferences.
- **Handled team of 8** in reducing the database assessment backlog for 4 different verticals.
- **Ensure market trends are defined by customers**, suppliers, and competitor activity, develop robust sales plans, and seek secure profitable market share and growth, along with ensure sales plans reflect the need to maximize stock levels.
- **Ensuring TAT & KPI control at 3 Point & 3 Stores and ensure customer satisfaction at these touch points**.

March 2011 to Feb 2013.
Sales Manager

Shaily Steel Centre

Vasai, Maharashtra.

Worked as **Sales Manager** from March 2011 to Feb 2013.

- Incorporated effective systems of control and information exist and monitor sales performance against plan to **maximize profit potential**.

- Helped and worked to **increase company turnover by 150%**during my tenure**.**
- **Developed and monitored customer service**, **digital presence**, standards that build customer retention levels lead negotiations with major and potential customers.
- Handled **Ecommerce operations** on various portals **Amazon, Flipkart, Paytm, etc**.

July 2010 – February 2011.
Management Trainer

Millennium Organization

Andheri, Mumbai, Maharashtra.

Worked as **Management Trainee** from 15th June 2010 to February 2011.

- **On field marketing, sales, advertising, promotions, and client acquisition for Brand's** associate with K group UK International marketing agency India in Mumbai as well as other cities of India.
- **Recruiting candidates in my team** as well as **training and teaching** and guiding them to derive sales.
- Undertaking training, focused motivation and sales
- **Was promoted as a Management Trainer** as all the targets achieved within six months.

3rd November 2009 to 9th July 2010.
Technical Analyst

Eclerx Services Ltd.

Ghatkopar, Mumbai, Maharashtra

Worked as a **Technical Analyst** for online sales Dell Computers from 3rd November 2009 to 9th July 2010.

- **Ecommerce operations, working on various Softwares and Internet to monitor sales on Dell** website business also selling pricing of all the products on the website.
- **V lookup, H lookup, pivot table, advanced Excel, graphical presentations, Microsoft power point, Microsoft word.**
- Running crawlers, **Data extraction, Data analysis, SOP creation, reporting to the client**, Error mapping and regular updates.
- Detailed Microsoft Excel representation of the work done and **reporting** to the **management and generating shift reports.**
- **Creating, processing and maintaining database of work** as well as running the crawlers and **maintaining data inputs and extracting reports with on time process control.**

Computer Proficiency

- **Business intelligence tools, Tableau, Statistics, Microsoft project, Microsoft Visio, SQL, Big Data, QlikView, My SQL, power BI, Python**.
- **E Commerce portals, market research, Google Keyword tool, Google Ad words**, **Word press Basic**.
- **Microsoft Word, Microsoft Excel, Microsoft PowerPoint**.
- **Video presentations using PowerPoint, basic of Video Editing using VSDC software**.
- **Website Designing [Basic, Static, Word press], C, C++, Java**.
- **Google Analytics, Google Ad words, Digital Marketing, YouTube, Twitter, Facebook ads**.

Languages

- English
- Hindi
- Gujarati
- Marathi
- Kutchhi

Personal Interests

- Outdoor and Indoor Games
- Social media updates
- Snooker and Badminton
- Singing
- Cricket
- Travelling

Personal Details

Father's Name:	Mr. Vallabhji Dedhia	Marital Status:	Married
Birthday:	January 24, 1988	Nationality:	Indian
Gender:	Male		

Declaration

I, Chintan Dedhia, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

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Chintan Dedhia

Mumbai, Maharashtra
July 22, 2018