

MANOJIT DAS

Operations Associate | Data Analyst (Excel & SQL) | Customer Support Specialist

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PROFESSIONAL SUMMARY

Results-oriented Operations and Data professional with hands-on experience managing high-volume administrative workflows, customer interactions, data entry, and reporting. Proficient in Microsoft Excel (Advanced), SQL (MySQL, PostgreSQL), Power BI, CRM platforms, and Tally. Skilled in building dashboards, pivot tables, VLOOKUP/XLOOKUP, and data cleaning for business reporting. Experienced in first-call resolution and SLA-driven support environments. Certified by Google, Yale University, PwC, J.P. Morgan, and TCS. Trilingual communicator (English, Hindi, Bengali) with a proven ability to translate raw data into actionable business insights.

CORE COMPETENCIES

Data Analysis & Reporting: Advanced Excel, SQL Queries, Power BI, Pivot Tables, VLOOKUP/XLOOKUP, Data Cleaning, Data Validation, KPI Reporting, Dashboard Creation

Database & Query Skills: MySQL, PostgreSQL, SELECT / JOIN / GROUP BY / SUBQUERIES, Data Extraction, Data Transformation, Aggregate Functions

Excel Specialist: IF, SUMIF, COUNTIF, INDEX-MATCH, Pivot Charts, Power Query, Macros (Basic), Financial Modeling Basics, Trend Analysis

Office Operations: Document Management, MIS Reporting, Filing & Record Keeping, Data Entry, Correspondence, Scheduling

Customer Support: CRM Tools, First Call Resolution (FCR), SLA Management, Ticket Handling, Escalation Management, CSAT, Complaint Resolution

Tools & Software: Power BI (DAX Basics, Data Modeling), Tally, MS Office Suite, Google AI Studio, Python (Basic)

Languages: English (Fluent), Hindi (Native), Bengali (Native)

WORK EXPERIENCE

Customer Service Associate & Data Reporting Coordinator

Jun 2025 – Feb 2026

Tech Mahindra | Kolkata, West Bengal

- Managed 50+ daily inbound and outbound customer interactions via phone and CRM, consistently meeting First Call Resolution (FCR) and Average Handling Time (AHT) operational targets
- Maintained 98%+ data entry accuracy while logging, tracking, and updating customer records and issue tickets in CRM systems
- Extracted and analysed weekly customer interaction data using Excel pivot tables, COUNTIF, and SUMIF formulas to identify complaint category trends
- Prepared structured Excel-based feedback reports summarising recurring issues, shared with Team Lead, contributing to approximately 15% reduction in repeat contacts
- Coordinated escalations following SLA protocols and liaised with backend teams to ensure resolution within defined turnaround times
- Applied de-escalation techniques to maintain high CSAT scores in a fast-paced, SLA-driven support environment

Business Analytics Intern

Jul 2023 – Aug 2023

Bharatintern | Virtual

- Performed end-to-end Exploratory Data Analysis (EDA) on business datasets using Advanced Excel and Python to uncover trends, outliers, and key performance indicators
- Wrote SQL queries (SELECT, JOIN, GROUP BY, WHERE, HAVING) to extract and transform structured data from relational databases for analysis
- Built interactive Power BI dashboards and Excel pivot charts to visualise sales, revenue, and operational KPIs for stakeholder reporting

- Designed a supermarket sales forecasting model using time-series analysis, improving demand planning accuracy
- Delivered data-driven presentations summarising findings and recommended business actions based on analytical insights

Campus Ambassador – Operations & Data Tracking

Jul 2025 – Sep 2025

E-Cell IIT Bombay | Virtual

- Tracked event participation and campaign performance using Excel spreadsheets and pivot tables; reported weekly KPIs to programme coordinators
- Maintained data records for 100+ student contacts, ensuring accuracy for campaign performance analysis and reporting

KEY PROJECTS

Supermarket Sales Forecasting Model

Jun 2023 – Aug 2023

- Built a time-series sales forecasting model using historical transaction data to predict future demand by product category
- Cleaned and prepared raw data using Excel (Power Query, data validation, duplicate removal) and SQL queries for database extraction
- Created dynamic Excel dashboards with pivot tables, trend charts, and conditional formatting to present forecast results

Tools: Microsoft Excel (Advanced), Python, SQL, Power BI, Data Visualisation

Employee Attrition Analysis Dashboard

Apr 2023 – Aug 2023

- Analysed a multi-variable HR dataset to identify attrition drivers including department, tenure, salary band, and performance ratings
- Used SQL GROUP BY and JOIN queries to segment workforce data; built Power BI dashboard to visualise attrition rates by segment
- Produced an Excel summary report with VLOOKUP, pivot tables, and charts; presented actionable retention recommendations

Tools: SQL (MySQL), Power BI, Advanced Excel, HR Analytics, Data Visualisation

EDUCATION

Bachelor of Arts (B.A.)

2021 – 2024

Mahatma Gandhi Kashi Vidyapith University | CGPA: 6.62 / 10

Senior Secondary – Commerce (Class XII)

2021

UP Board | 69%

Secondary (Class X)

2019

UP Board | 73.3%

CERTIFICATIONS & TRAINING

- Foundation of Digital Marketing and E-Commerce – Google / Coursera (2023)
- Capital Markets (3 courses) – Yale University / Coursera (2023)
- Power BI Virtual Case Experience – PwC / Forage (2023)
- Global Finance and Business Management – J.P. Morgan Chase & Co. / Forage (2023)
- Corporate Analyst Development Program – J.P. Morgan Chase & Co. / Forage (2023)
- Data Visualisation: Empowering Business with Effective Insights – TATA / Forage (2023)
- Investment Banking Virtual Experience – Citi Bank / Forage (2023)
- Accounting Fundamentals – TCS iON / Tata Consultancy Services (2023)
- Advanced Software Engineer Virtual Experience – Walmart Global Tech / Forage (2023)
- Nestership Training – Nestle (2023)
- Introduction to HR World – Internshala Training (2023)
- ADCA – Advanced Diploma in Computer Applications, Samarth Computer Centre, Varanasi (2019–2022)

ADDITIONAL INFORMATION

- Lab Assistant & Computer Operator at a Clinical Laboratory – applied data entry, patient record management, and computer operations in a professional healthcare setting
- Actively building SQL and Excel portfolio projects on GitHub to demonstrate analytical and operational reporting capabilities