

## Summary

Professional Data processing, annotation and validation professional with a detail-oriented approach for over 4+ years of experience. Executed data validation and KYC processes with Excel, Zendesk with a focus on **data validation checks, reporting standards, documentation and requirement review**. Proven ability to investigate root causes, resolve data issues, and ensure stakeholder satisfaction while adhering to defined standards and procedures.

## Key Skills

- **Tools:** Advanced Excel, Looker Studio.
- **MS office:** Power Point, MS Word

## Professional Experience

### Consumer Data Analyst: InsuredMine Infotech Private Limited, Kolkata (Dec 2024 - Sep 2025)

- Designed and maintained Excel reports and dashboards for MBR, QBR by meeting management level deadlines.
- Tracked, investigated and resolved payment discrepancies of consumers through analyzing consumer pain points and feedbacks through weekly collaboration with CSM teams as well as the clients by ensuring consumer satisfaction.
- Prepared reports through MS PowerPoint for management to execute data-driven decision-making by cross collaborating with consumer support and CSM teams.

### Decision Scientist: Mu-Sigma Business Solutions Pvt Ltd, Bengaluru (June 2022 - Jan 2024)

- Researched the current market trend and maintained data for NBD and posts for marketing campaigns through competitor analysis.
- Executed effective operational procedures in project distribution processes by syncing both the client needs and the candidate skills.
- Preparing QBR, MBR, WBR reports through MS PowerPoint decks for the project management to track the project health, operational needs and skill development of employees.

### Senior ITES Executive: IMerit Technology Services, Kolkata (April 2021 - June 2022)

- Analyzed documents and usage details against the KYC SOP and subscription data with various attributes to validate and approve new subscription or an upgrade request, communicating with consumers via email in **ZenDesk** and also maintaining a detailed **Excel** datasheet against each user for seamless background verification process, eliminating fraudulent activities by adhering to the SLAs and SOPs.

### ITES Executive: IMerit Technology Services, Kolkata (Dec 2017 - April 2019)

- Executed accurate data annotation and labelling of image and textual data with 92% accuracy for a leading client developing driverless cars which fed the ML algorithms as their data source for this groundbreaking technology of the time.
- Validated KYC details of consumers under the given SOP and labelled data in Excel adhering to the project guidelines With over 88% accuracy.

## Education

- **Bachelor of Technology (2010-2014)** from **West Bengal University of Technology, Kolkata, India** with **70% marks**.
- **Higher Secondary** from **Scottish Church Collegiate School (2008-2010)**

## Hobbies and Strengths

**Strengths:** Detail-oriented, strong communication, fast learner, analytical thinking, collaborative, process-driven approach.

**Hobbies:** Painting, playing guitar, understanding various cultures.

## Languages Known

**English (Fluent):** Read, Write, Speak

**Hindi (Fluent):** Read, Write, Speak

**Bengali (Fluent):** Read, Write, Speak