

SNAHIL PAL

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Results-oriented Analyst skilled in managing and analysing large volumes of information. Proactive in addressing operational workflows and resolving production issues by identifying trends impacting business success. Experienced in project management, digital marketing analysis, and financial analysis with a proven ability to streamline operations and reduce costs. Adept at leveraging data insights to improve efficiency and develop impactful strategies.



WORK EXPERIENCE

Analyst

Google Operations Center

11/2022 - 02/2023

Hyderabad

Achievements/Tasks

- Provided technical support and troubleshooting expertise across Google Maps and other digital marketing tools.
- Conducted root cause analysis for escalations and proposed process improvement ideas.
- Managed over 30 case resolutions daily, adhering to SLAs with 100% productivity.
- Delivered customer support via chat and email to enhance satisfaction.

Assistant Manager

ICICI Bank Ltd

01/2022 - 04/2022

Noida

Achievements/Tasks

- Strengthened client relationships through personalized financial advice and tailored product recommendations.
- Resolved complex customer issues efficiently, ensuring high levels of satisfaction and retention.
- Analyzed customer profiles to identify appropriate banking solutions, boosting operational efficiency.
- Consistently surpassed sales targets by identifying opportunities and cultivating strong client relationships. Implemented effective complaint resolution strategies, reducing customer dissatisfaction.
- Processed large transaction volumes accurately while maintaining operational excellence.

Internship (Fair Staff)

India Exposition Mart Limited

09/2019 - 10/2019

Greater Noida

Achievements/Tasks

- Responded to guest inquiries and special requests, enhancing customer satisfaction.
- Created a welcoming environment by greeting and assisting visitors.
- Maintained accurate records of guest information to ensure smooth operations.



EDUCATION

Master's in Business Administration (MBA): Marketing and HR

Galgotias College of Engineering and Technology – Greater Noida

08/2021

CGPA: 7.5

Bachelor of Business Administration (BBA): Business Administration and Management

Dayanand Academy of Management Studies – Kanpur, UP

06/2019

Courses

- Final Grade: 62%



SKILLS

- Teamwork and Communication
- Adaptability and Decision-Making
- Product Improvement and Evaluation
- SWOT Analysis
- Affiliate Marketing and Influencer Strategies
- Google Analytics and SEM Strategies
- SQL and Database Management
- Stakeholder Communication
- Google Workspace (Sheets, Docs, Gmail, etc.)
- Data and Business Analytics
- MS Office Suite



CERTIFICATES

- Digital Marketing Certification by Google
- Certificate on CCC (Course on Computer Concepts)



LANGUAGES

- English
Full Professional Proficiency
- Hindi
Full Professional Proficiency
- German
Limited Working Proficiency