



Yashwanth Bolla

Senior Analyst

An IT professional seeking to enrich career in Reporting and Analytics in a manner that would help the organization to fulfill and exceed its customer's expectations, thereby adding value to my organization and self.



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Findlay, Ohio



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SKILLS

- VBA Macros
- Advanced Excel
- Tealeaf
- Customer Experience
- Qualtrics
- SQL
- SAP AFO
- Bex Analyzer
- Jira
- C++
- Visio
- Python
- Statistics
- Predictive Analytics
- Tableau
- Project Management

Interests

- ☐ Programming
- ☐ Analytics
- ☐ Data Science
- ☐ Machine Learning

WORK EXPERIENCE:

Asset Operations Manager

DBS Bank

Oct 2019 – Dec 2021

- Lead and manage the operational activities of asset loans.
- Understand the requirements and prepare workflow diagrams,
- Use Advanced Excel capabilities, including pivot tables, lookups, complex formulas, and graphs to streamline business processes.
- Create macros to automate the manual activities including accounting reports and process control mechanisms.
- Prepare and present metrics of the team and maintain them as a repository.
- Analyze large data sets to uncover deep business insights.
- Create presentations to demonstrate the team performance to the stakeholders.
- Attend meetings and coordinate with cross-functional teams to understand the requirements, address any challenges in delivering the project.
- Ensure day-to-day operational activities are delivered within agreed SLAs.

Assistant Manager – Reporting and Analytics

Philips Global Business Services

Aug 2018 – Oct 2019

- Extract data from multi-source platforms and present them to stakeholders in a meaningful reporting format.
- Analyze data to uncover the business improvement opportunities.
- Make intelligent decisions that impact customer experience.
- Translate business needs to technical specifications and document them.
- Create & Maintain the reports allocated and document the steps involved in the creation.
- Develop and update technical documentation.
- Train new team members regarding the reports handled by the team.

Associate

Cognizant Technology Solutions

Nov 2013 – Aug 2018

- Collect, curate, and mine unstructured information from known or various social media sources to enhance the Net Promoter Score (NPS).
- Create weekly, monthly, and yearly reports to demonstrate the customer pain points.
- Communicate insights and recommendations to drive high-level strategy and plans for improving customer satisfaction.
- Enhance customer experience through the Net Promoter Score (NPS) Strategy.
- Work towards Customer loyalty and retention strategies.
- Publish Reports and Dashboards to Client Leadership Team.
- Drive NPS journey to improve the customer experience & provide better services.
- Identify Process improvement opportunities.
- Develop VBA Macros to build informative dashboards.
- Review/update on the progress on various projects which impact the customer experience.
- Capture customer feedback from different channels of interaction including Smart Devices, Email, Web, SMS, In-App.
- Detected trends in customer feedback using Cognizant in-house tool CX Insight, and use the insights to drive decisions, design, and improvement.
- Manage CX for the entire organization with a One View dashboard.