

# MANISH MUDGAL

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## PROFILE

I am an experienced leader in Business Analysis, specializing in the Insurance sector. Over 12 years, I've focused on improving processes, enhancing MIS/Reporting, and implementing effective Dashboards. I have a proven track record in driving productivity and profitability through data-driven decision-making. My expertise also spans Reports Automation and presenting business insights, benefiting both Insurance and manufacturing environments.

## SKILLS

- Business Analysis
- Data Analysis
- Process Improvement
- Requirements Gathering
- Reporting and Presentations
- Team Leadership
- MIS Reporting (Dashboards / Automation)
- Data Visualization (Power BI, SAP BO)
- Advanced Excel
- SQL (T-SQL)
- Python
- MIS Access

## WORK HISTORY

Apr 2024 to Current

### Lead Reporting & Analytics (BIU)

Pramerica Life Insurance, Gurgaon

- Over the past three months, I spearheaded projects automating manual reporting using Python ETL tools and implemented SQL databases with Power BI dashboards. Collaborating across teams, I optimized processes, analyzed data for insights, and enabled informed decision-making, showcasing my ability to drive efficiency and strategic integration in operations.
- Key Achievements:
  - **Automated CEO Dashboard:** Implemented a comprehensive dashboard that streamlined decision-making processes, reducing executive reporting time.
  - **CRM MBR Automation:** Automated SQL and Power BI reports, reducing manual effort by over 50% and providing real-time insights crucial for strategic planning.
  - **CBO Dashboard:** Successfully deployed an organizational-level dashboard consolidating various KPIs, featuring Year-over-Year (YoY) and Month-over-Month (MoM) growth analyses. This dashboard significantly enhances our ability to make informed business decisions.
- The goal is to enhance various processes such as the Digital Adoption Report, Branch Quality ScoreCard, D2C Dashboard, and Improve Ops Process Evaluation Efficacy. This transformation aims to improve decision-making capabilities and reduce manual effort across these processes

Feb 2022 – Mar 2024

### Manager (BPMA)

MAX Life Insurance, Gurgaon

- Led and managed a team of 10-13 professionals responsible for delivering accurate and timely MIS Reports to key stakeholders in the Insurance sector.
- Expertise in handling Priority Reports, Incentives, Promotions, Contests, R&R, Persistency & MBR for Banca and Proprietary Channels (YBL, UCB, PD, Agency, CAT, CAT Axis, Defence, IM/IMF, SPARC).

Aug 2019 – Feb 2022

### Deputy Manager (BPMA)

MAX Life Insurance, Gurgaon

- **Data Analysis and Strategic Insights**
  - Collaborated with cross-functional teams to gather business requirements and conduct process analyses.
  - Utilized advanced data analysis to identify trends, patterns, and provide actionable insights to senior management for strategic decision-making.
- **Documentation and Communication**
  - Created and maintained comprehensive documentation including business process flows, user requirements, and functional specifications.
  - Ensured seamless communication and understanding among stakeholders to optimize operations.
- **Dashboard Development and Automation**
  - Automated the CDO & CEO Deck using Python and Excel, reducing dependency and processing time by 40%.
  - Implemented the One View Dashboard integrating Business outcomes, Input Factors, and Sales Equation data using Excel and SQL. This centralized dashboard enhances reporting capabilities by integrating critical business parameters.
  - Developed and deployed the H-Score Calculator on Excel and SQL to evaluate agent performance based on specific criteria, enhancing performance evaluation accuracy.
  - Maintained and optimized Employee Level and GO Level Dashboards, providing stakeholders with essential insights and metrics. These efforts aimed to streamline operations, boost productivity, and improve data accuracy across the organization.

Mar 2018 – Aug 2019

**SAP & BI Analysis In-House Consultant**

Rashmi Metalik Ltd, Kharagpur

In summary, my role as a BI and SAP MM Analyst entailed leveraging data analysis and SAP MM expertise to optimize business processes, support decision-making, and ensure smooth operations within the organization.

- Worked closely with the SAP development team to evaluate the alignment of enhancements and proposed solutions with business requirements. Ensured that the system changes met the needs of the organization.
- Interacted with senior management and implementation partners to gather requirements, conduct analysis, and design solutions that met end-user needs effectively.
- Prepared Business Blueprints (BBP) based on Standard Operating Practices (SOP), conducting fit-gap analysis and workshops to identify areas where SAP solutions needed adjustments to align with business processes.
- Implemented release strategy with version management for better control over procurement processes.
- Participated in Unit, Integration and Final User Acceptance Testing (UAT) using real-time data in Pre-Production environments. Provided end-user training on various aspects of the SAP system, including master data management and services contracts.
- Configured SAP MM's Enterprise Structure, including Plant, Storage Location, Purchase Organization, and their assignments to enable efficient material management processes.
- Configured Material Groups, Material Types, and Number Ranges for material types to ensure proper categorization and organization of materials.
- Set up Vendor Screen Layout, Vendor Account Groups, and defined Number Ranges in SAP S/4HANA Business Partner (BP) to manage vendor data effectively.

Sep 2017 – Mar 2018

**Director EA**

Shyam Metalics, Kolkata

I played a crucial leadership role, driving organizational growth, process optimization, and effective decision-making. My expertise in report management, process automation, and vendor relations contributed to the overall success and efficiency of the organization.

- As a Director EA, I regularly interacted with senior management for business reviews and presentations. These engagements involved providing critical insights, strategic recommendations, and updates on key business initiatives.
- I managed and handled critical reports related to production, sales, and purchase. These reports provided valuable insights into business operations, performance, and trends.
- I maintained reports and records with efficient filing systems, ensuring easy access to essential information and promoting organizational efficiency.
- To enhance efficiency and delivery time, I led efforts to automate reports and rationalize processes. This strategic approach improved the frequency of reporting and reduced manual efforts.
- I played a significant role in vendor relationship management, fostering strong and positive partnerships with key suppliers and vendors to ensure smooth operations and reliable service delivery.
- I actively engaged in the establishment and implementation of new projects, collaborating with Project Managers to support their initiatives and ensure successful project outcomes.

Sep 2014 – Sep 2017

**Assistant Manager (CAT)**

MAX Life Insurance, Gurgaon

I was responsible for preparing the Chief Distribution Officer (CDO) Deck and Management by Results (MBR) reports on a Monthly-to-Date (MTD) and Year-to-Date (YTD) basis. These reports provided critical insights into the channel's performance and contributed to strategic decision-making.

- I was responsible for creating and maintaining dashboards and webcast presentations, providing key stakeholders with real-time performance metrics and insights.
- I managed the Minimum Performance Standard (MPS) process for field employees, ensuring adherence to performance standards and driving continuous improvement.
- I designed and managed the Incentive Calculator, calculating monthly, quarterly, and annual payouts for agents and their managers, aligning with performance goals and company objectives.
- I maintained the Sales Dashboard and Paid Reports for the channel, facilitating accurate tracking of sales performance and payouts.
- I documented and prepared MIS reports as per the channel's specific requirements, maintaining a comprehensive record of essential data.
- I actively designed and automated new Management Information Systems (MIS) and reports, streamlining data processes and enhancing reporting efficiency.

Sep 2011 – May 2014

**MIS Executive**

JINDAL (INDIA) Ltd, Kolkata

- I monitored MM and various other types of reports on a daily basis, catering to the requirements of users across the organization.
- I maintained sales and store reports, generating weekly outputs for comprehensive tracking and analysis.
- I was responsible for preparing the Sales Report for Corrugation, G.I, and Cutting, enabling effective sales tracking and revenue analysis.
- I managed the expenses and revenues of the Jangalpur Unit, ensuring financial data accuracy and supporting budgetary decisions.
- I prepared Business Review Presentations, presenting key insights and performance metrics to meet management requirements.
- I was responsible for handling the SAP MM process, including managing master data for Stores Material and Raw Materials in SAP R/3 ECC 6.0 EHP7.
- I conducted analyses to evaluate store efficiency and productivity, identifying areas for improvement and resolving any MM-related queries.

**EDUCATION**

- MBA in Business Administration (Operations) & Material Management in 2018 from Symbiosis (SCDL), Pune – Secured 60%
- Graduation (B. Com) in 2010 from MD University, Gurgaon – Secured 60%
- Higher Secondary in Comm. in 2006 from Haryana Board, Gurgaon – Secured 67%
- Professional Qualification
  - Analytics – Analytics & MIS Specialization Course from Palin Analytics – 2017, Sec-14, Gurgaon
  - GNIIT - 3 Year Course in Business System & Information Management (BSIM) – 2014, Camac Street, Kolkata

**CERTIFICATIONS / TRAININGS**

- Executive Program in Business Analytics and Data Driven Decision Making from IIM Visakhapatnam (Jan’24 to Jul’24)
- Python, Corporate Training by MAX Life Insurance, Mar 2023
- SQL Corporate Training by Great Learning, Nov 2022
- “Maximizer Champion” (Six Sigma) Certification in reducing Man-hours and Productivity
- “Six Sigma Green Belt” Quality Certification on Business Data Leakage Project (as a Team Member)
- “Maximizing Quality Certification” on Productivity Improvement Project (as a Team Member)
- SAP MM Functional Training by PwC (ECC 6) and Arodek (SAP S4 HANA)

**ACHIEVEMENTS**

- CFO Special Recognition Award for transformation distribution & added responsibility of YBL Channel (MAX Life), May 2023
- Outstanding Support in Business Reporting FY’23 by DSF Channel Head (MAX Life), Apr 2023
- Reports Enablement Champions FY’22 by DMD & CAT Channel Head (MAX Life), Jul 2022
- Best Financial / BPMA Team Employee Award by CFO (MAX Life), Feb 2022
- Consistent Team Player award for Best Performance for CAT Channel (MAX life), Jul 2016

**PERSONAL DETAILS**

- Address : H. No-39, Gali No-1/3, Bhawani Enclave, Basai Road, Gurgaon, Haryana-122006
- Mother Name : Smt. Prem Lata Devi
- Father Name : Sh. Radhey Shyam
- Language : English, Hindi
- DOB : 27<sup>th</sup> Apr’1989
- Marital Status : Married
- Hobbies : Travelling and Bike Riding