

MANISH MUDGAL

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PROFILE

Highly experienced professional with 12 years of expertise in Business Analysis, Process Improvement, MIS/Reporting, and Dashboards. Specialized in the Insurance sector, adept at analyzing operations, implementing solutions for increased productivity and profitability. Versatile background includes knowledge of Dashboards, Reports Automation, Business Insights, and Business Presentation in both Insurance and manufacturing environments. Proven track record in driving process improvements and ensuring data-driven decision-making.

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

Feb 2022 – Current

Manager (BPMA)

MAX Life Insurance, Gurgaon

- I have led and managed a team of 10-13 professionals responsible for delivering accurate and timely MIS Reports to key stakeholders. My expertise lies in handling various aspects of MIS for the Insurance sector, including Priority Reports, Incentive, Promotions, Contests, R&R, Persistency & MBR for Banca Channel (YBL, UCB, PD) and Proprietary Channel (Agency, CAT, CAT Axis, Defence, IM/IMF, SPARC).
- In this role, I have been instrumental in collaborating with cross-functional teams to gather business requirements, conduct process analyses, and identify opportunities for optimization. My proficiency in conducting in-depth data analysis has enabled me to identify trends, patterns, and provide actionable insights to senior management, supporting strategic decision-making on a regular or ad hoc basis.
- My responsibilities also encompassed creating and maintaining comprehensive documentation, such as business process flows, user requirements, and functional specifications, to ensure seamless communication and understanding among stakeholders.
- I have played a pivotal role in the development and implementation of new reporting tools and dashboards, resulting in streamlined processes and improved data accuracy across the organization. My technical skills in SQL and Python have been instrumental in developing scripts and logic for data validation and integrity.
- Another essential part of my role has been managing Incentive/Bonus Calculation & Promotions on a monthly, quarterly, and yearly basis, further showcasing my expertise in driving performance-driven initiatives.
- Maintaining strong communication and collaboration with Regional Offices and Business Stakeholders has been a priority to ensure mutual understanding of reporting requirements and foster productive working relationships.
- Overall, my experience as a BI Analyst at the managerial level has allowed me to leverage data-driven insights, foster team excellence, and contribute significantly to the success and growth of the organization.

Aug 2019 – Feb 2022

Deputy Manager (BPMA)

MAX Life Insurance, Gurgaon

- I played a pivotal role in binding data-driven insights to facilitate strategic decision-making, optimize agent performance, and enhance overall business efficiency within the Bancassurance Channel at Yes Bank.
- Spearheaded the development of crucial dashboards, including the "**Incentive & Promotions**" Dashboard, offering key performance vectors for agents. Additionally, designed the "**CDO & CEO Deck**" for top-level management, and an all-encompassing "**One View Dashboard**" for sellers, incorporating essential business parameters.
- Collaborated closely with stakeholders to gather comprehensive requirements, documented user stories, and developed functional specifications to guide Dashboarding and automation initiatives.
- Held overall responsibility for the timely and accurate delivery of Priority Reports, Contests, and Recognition & Rewards initiatives within the Bancassurance Channel.
- Utilized advanced Excel functions and statistical techniques to analyze vast datasets, identifying meaningful trends, and presenting valuable insights to stakeholders.

	<ul style="list-style-type: none"> • Efficiently managed persistency data of agents and their supervisors, handling a substantial volume of 13M to 15M records while adhering to business logic and specific requirements. • Developed the H-Score Calculator, a metric to evaluate agent performance based on verticals or specific criteria. • Devised and maintained the Employee Level Dashboard and GO (Group Office) Level Dashboard, providing key insights and performance metrics to relevant stakeholders. • Prepared a variety of management and ad-hoc reports to effectively communicate the effectiveness of metrics, reporting trends, and analysis.
<p>Mar 2018 – Aug 2019</p> <p>SAP & BI Analysis In-House Consultant</p> <p>Rashmi Metalik Ltd, Kharagpur</p>	<p>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.</p> <ul style="list-style-type: none"> • 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.
<p>Sep 2017 – Mar 2018</p> <p>Director EA</p> <p>Shyam Metalics, Kolkata</p>	<p>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.</p> <ul style="list-style-type: none"> • 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.
<p>Sep 2014 – Sep 2017</p> <p>Assistant Manager (CAT)</p> <p>MAX Life Insurance, Gurgaon</p>	<ul style="list-style-type: none"> • 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

	<p>objectives.</p> <ul style="list-style-type: none"> • 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.
<p>Sep 2011 – May 2014 MIS Executive JINDAL (INDIA) Ltd, Kolkata</p>	<ul style="list-style-type: none"> • 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

- 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 : 27th Apr’1989
- Marital Status : Married
- Hobbies : Travelling and Bike Riding