

# Vishal Batra

## Senior Associate – Business Excellence

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Address: Gurgaon (HR), India

*Adaptable and Detail-oriented professional with 5 years of work experience and demonstrated success in problem-solving and driving projects to completion in a timely manner. Possesses a successful track record of Product Management, Product Market Research, Level 2 Research, knowledge acquisition, prioritization, meeting deadlines, and developing creative solutions to complex challenges.*

### SKILLS

- Corrective Actions
- Dashboard Creation
- Project Management
- Project Coordination
- Knowledge Acquisition
- Secondary Research
- Excel – Lookups and Pivots
- Data – Formatting and Dash boarding

### EXPERIENCE

#### Senior Associate – Business Excellence

*AuthBridge Research Services Pvt. Ltd., Gurugram, Haryana*

*Feb 2023 – Present*

- Evaluate current BGV operations systems and identified opportunities for streamlining operations.
- Generate innovative ideas for improving workflow processes and product designs.
- Knowledge acquisition based on research.
- Level 2 research on domestic and overseas queries received from operations teams.
- Managing multiple projects simultaneously while meeting tight deadlines.
- Prepare business documents for stakeholders regarding key business objectives.
- Review operation teams performance metrics to identify areas of improvement.
- Analyse data to identify trends and departmental improvements.
- Adhering to quality and service standards to support operational goals.

#### Analyst

*GfK – An NIQ Company, Gurugram, Haryana*

*Feb 2020 – Feb 2023*

- Developed and maintained dashboards to track key performance indicators.
- Conducted comprehensive Market Research and analysis and product knowledge acquisition.
- Provided training sessions on relevant topics such as data visualization principles or statistical methods.
- Conducted interviews to gather customer requirements via questionnaires and surveys.
- Investigated products or markets to determine areas for opportunity.
- Analyzed corporate intelligence data to identify trends and patterns.

#### Consultant

*Vishnu Institute, Rohtak*

*Aug 2018 – Dec 2019*

- Developed successful solutions tailored to clients' specific needs.
- Client consulting based on knowledge acquisition.
- Established effective relationships with customers, vendors, and stakeholders at all organisational levels.
- Assisted clients with developing actionable plans based on key insights from market research findings.

### EDUCATION

#### Post Graduation – Masters in Computer Applications

*Department of Computer Science and Applications, MDU Campus*

*Aug 2018*

#### Extracurricular Activity #

- Student Coordinator - Placement Cell
- Volunteered National Youth Fest 2017.

### CERTIFICATIONS

- Business Analytics and Business Intelligence certification from Indian Institute of Management, Rohtak (IIM)
- Business Analyst, Proficiency in English, English Comprehension certification from AMCAT.
- Microsoft Power BI certification, MS Office using AI Tools, Introductory Six Sigma certification from Skill Nation.