

Chandan Singh

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Summary

Started my career with Game Testing and Support. Later moved into Business Operation analyst with Accenture. Currently working as Senior Analyst with Binary Semantics (Onsite Google).

My area of expertise also includes managing strategic relationships, and I have a track record of building strong relationships with clients by getting to know their needs, meeting those needs, offering specialized technical advice, and spotting opportunities for ongoing improvement. I'm an expert at using analytics to optimize operational efficiency, automate workflows, and streamline processes. My capacity to oversee cross-functional teams, oversee projects from start to finish, and guarantee timely and within budget delivery demonstrates my dedication to promoting an excellent culture.

Experience

Senior Analyst

Vaco Binary Semantics • Gurugram, Haryana

08/2019 - Present

- *Led global launch of transit, e-bikes, and e-scooters on Google Maps.*
- *Integrated agencies that provided public transit services.*
- *Resolving Maps data issues regularly*
- *Fetching feed data reports*
- *Monitoring queues and distributing tasks*
- *Working with product specialists to resolve bugs and data issues.*
- *Partnership with clients for on-boarding and assisting them with bug fixes and data discrepancies on maps.*

Senior Analyst

JR Transportation • Rudrapur, Uttarakhand

08/2018 - 05/2019

- *Managing daily operation data for the clients.*
- *Maintaining operational databases.*
- *Analyzing acquisition and processing new orders.*
- *Assisting buyers with the best available options in the market.*
- *Negotiate with external vendors to secure advantageous terms.*
- *Maintaining the supplier and buyer relationship*
- *Updating the head office about the performance on a weekly basis.*

Business Operation Analyst

Accenture • Gurgaon, Haryana

09/2016 - 07/2018

- *Worked as Back-Up SME in a team of 20 members.*
 - *Maintaining queue and supporting team members with escalated issues.*
 - *Collaborate with all internal and external teams and perform troubleshooting on all client issues, performing fraud analysis and ensuring timely resolution.*
 - *Provided expert analysis to troubleshoot technical and functional-related issues and problems, including finding and fixing bugs in the base product.*
 - *Sending daily reports consisting of work production and quality monitoring.*
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Skills

Customer service, Communication skills, Computer literacy, Time management, Microsoft excel, Leadership, Leadership and Teamwork, Data Analysis Skills

Education

Masters in Digital Marketing

Simplilearn
08/2019

Diploma in Computer Application

Computronics
08/2018

Bachelor of Arts

University of Delhi • New Delhi, Delhi
06/2014