

Aashish Maheshwari

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Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

Experience

- **DISHTV India PVT LTD** 19-Feb-2024 - Present
I.T. - Senior Dialer Executive
 - * Perform daily uploads, downloads, and importing.
 - * Ensure and document dialer activity.
 - * Analyse dialer-output data to identify potential problems and issues.
 - * Create and update dialing campaigns filter, list strategies and reports Monitor and adjust the performance of the dialer systems.
 - * Phones and IVR must be fully operational Partner with business leaders to develop new functionality to improve the borrower and agent experience.
- **Elimintia wellness pvt ltd.** April'2022 - Feb'2024
Data Miner & Executive Customer Representative
 - * Generated weekly activity reports highlighting key performance indicators. Monitored trends in industry-specific metrics related to quality assurance standards.
 - * Developed strategies for problem resolution and customer retention.
 - * Created graphs and charts detailing data analysis results.
 - * Handle the team in the absence of the Senior's
 - * Create and maintain Management reports including end-of-month, quarterly, and annual reports used by various departments.
 - * Maintain process for Management to request reports and support.
 - * Participate in product development and implementation.
 - * Provide necessary data (Operations, sales etc.,) from time to time
 - * Create and maintain Management reports including end-of-month, quarterly, and annual reports used by various departments.
 - * Assist with the release of information relating to systems upgrades and changes to processes, provide system training to users.
 - * Automate and schedule report generation.

* Maintain process for Management to request reports and support.

* Participate in product development and implementation.

* Regular data back up.

* Miscellaneous duties/projects as assigned.

- **Pragati Eye Centre** 14-April-2021 - 23-March-2022
Front Office Coordinator and TPI Coordinator

* Handling crises, troubleshooting, supervising and providing customer service.

* Improved workflow through incorporation of new billing system that moved processing to front office.

* Provided administrative support to staff members and doctors across a fast-paced medical practice.

* Scheduled all patients' appointments.

* Ensured prompt entry of data for new and current patients.

* Generated patient account spreadsheets for specialists and doctors.

* Billing related responsibility.

- **Policybazaar. Com** September'2018 - December'2019
Backend Support Executive

*Backend Policy Support and E-mail Support.

*Drove customer escalations to resolution by engaging directly with clients.

*Created visualizations and dashboards to present insights from data mining activities.

• Conducted exploratory analysis of large datasets to identify patterns and trends.

* Provide real-time insights and using data mining techniques to analyse market trends.

• Trained junior team members in best practices related to data mining activities. Prepared presentations on collected data for management review.

* Compiled, sorted, and verified accuracy of data entered into database.

* Making MIS and manage data.

Education

- **CBSE** 2015
10th
7.2
- **NIOS** 2017
12th
56
- **Swami vivekanand Subharti university** 2024
B.Com (Hons.)

Skills

- Advanced Excel.
- Data Mining and Compiling.
- Process Flows.
- Analytics and Management Skills.
- Experience and proficiency with a broad range of software and applications.
- Proven ability to successfully manage a team of several subordinates.

Projects

- **SMS and Voice Message Projects with A.I.**

Achievements & Awards

- Make the record in 2019, Provide 500+ customer policy same day in Policybazaar.Com.

Interests

- Learning new things to growup the knowledge. Making friends. Listening to songs

Languages

- Hindi, English

Additional Information

- Date of Birth - 26 September 1999
Mother's Name - Kirti Maheshwari
Father's Name - Late. Vijay Kumar Maheshwari