

NAMAN KANWAR

Data Analyst

📞 (647)-575-5210 | ✉️ namanknwr@gmail.com | 🏠 Mississauga, Ontario, Canada | [in LinkedIn](#) | [GitHub](#)

I am an experienced, self-driven, enthusiastic, and responsible Data Analyst & Key Accounts Manager with a passion for leveraging data and information to help organizations make better strategic decisions. I am a quick learner with an attitude to continually grow. I have worked with data in various shapes and forms through my varied experience to recognize patterns and trends and come up with data-driven decisions.

SKILLS:

- R
- SAS
- SQL
- Python
- MS Excel
- Power BI
- Tableau
- Google Data Studio
- Google Sheets

CERTIFICATIONS/SPECIALIZATIONS:

- [Data Analytics Professional Certificate by Google](#)
- [Data Analytics Professional Certificate by IBM](#)
- [Data Analytics Professional Certificate by DataCamp](#)
- [Data Analysis and Visualization Foundations by IBM](#)

EXPERIENCE:

Bell Mobility

February '22 – Present

Inventory Coordinator, Reporting

- Responsible for reporting for Bell Mobility supply chain inventory on a daily, weekly, monthly as well as ad-hoc basis.
- Design, create and maintain Tableau dashboards with high level KPI's and metrics.

Project StepOne, Bangalore (<https://projectstepone.org>)

April '20 – January '22

Data Analyst, Volunteer

A non-profit start-up collective of technology and healthcare professionals, volunteering for a mission to augment government resources with technology, people and processes to effectively fight against COVID.

- Designed, created and maintained an end-to-end process for doctor onboarding, verification, and team assignment data flow. Onboarded 12,000+ Doctor Volunteers across 21+ states, who have provided 8.5M+ free teleconsultations and counting to help governments tackle COVID-19.
- 50%+ of the total number of cases in Bangalore were addressed through Project StepOne.

Laalsa Business Insights Pvt. Ltd. (YumzyX), Bangalore

February '20 – January '21

Data Analyst

- Identified KPIs, set up tracking and created live dashboards to provide data-driven insights to the marketing team as well as the account management team for new user acquisition, user retention, customer engagement, restaurant supply and order growth across various territories.
- Instrumental in the improvement of App Install to Order conversion from 1% to 16% over a period of 1.5 months, resulting in month-on-month order growth of >30%.

UberEats, Bangalore

January '19 – January '20

Team Lead – Account Management & Restaurant Operations

- Led the Account Management team to achieve overall business growth for our restaurant partners on the online ordering platform. Achieved this by adopting a data-driven approach by setting up city-wide processes to track key performance indicators and actionable tasks.
- Managed a personal portfolio of ~100 Key Accounts as a Key Accounts Manager.
- Created live dashboards and end-to-end daily, weekly, monthly city-level reporting to track burn per trip, growth, hygiene, and progress of any ad-hoc or planned projects across the city.

Zomato Media Pvt. Ltd., Bangalore

June '15 – April '18

Key Accounts Manager

Oct 2016 – Apr 2018

- Involved in analyzing and designing processes for tracking the launch and scale-up of Zomato's in-house delivery fleet. Scaled up from 10% of the city's daily volumes being delivered by the in-house fleet to 85% in 6 months which resulted in 100%+ growth in order volumes.
- Analyzed city-level data using SQL, Excel/Sheets, Google Data Studio to identify trends and formulate action plans aligned to company goals.

Account Manager

Feb 2016 – Oct 2016

- Managed ~200 restaurants, growing their revenue and volumes by over 50% month on month.
- Led the Account Management team for long-tail growth. Delivered 80% month-on-month growth and reduced rejections by 50%.

Senior Associate, Merchant Onboarding

Jun 2015 – Feb 2016

- Led the team responsible for optimizing restaurant availability on the platform, ensuring a smooth experience for the restaurant and the end customer. Halved the entire city's unfulfilled orders.
- Onboarded, deployed and trained newly signed up restaurant partners on Zomato's platform.

Eatsomnia, Bangalore

March '16 – January '17

Co-Founder

A multi-cuisine night delivery only restaurant, where my primary responsibilities included –

- Infrastructure set-up: Identifying location to maximize delivery time, negotiating a lease, kitchen setup.
- Marketing: Branding, advertising via SMS, social media, attractive mid-week offers, website management.
- Staffing: Managed 7+ employees in the kitchen and 6+ delivery executives from diverse backgrounds.
- Procurement & Logistics: Managed and analyzed procurement & inventory of raw materials.
- Stakeholder & Risk management: Developed and maintained good relations with government officials & customers.

IBM India Pvt. Ltd., Pune

June '12 – May '15

Associate Systems Engineer

- Supported java-based vendor application and was responsible for analyzing, troubleshooting, developing and upgrading the application for our IBM US customer - Oncor Electric.
- This included monitoring the application as a support team member and reporting and resolving issues.

EDUCATION:

- Bachelors in Engineering from BMS College of Engineering (Vishveshvaraya Technological University), Bangalore – 2008 – 2012 - **8.35 CGPA**