

# KANISHK PANT

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## PROFESSIONAL SUMMARY

Data-driven Assistant Manager with 8+ years of expertise in data analytics, WFM, and business intelligence. Skilled in developing dynamic dashboards, automating reporting workflows, and driving operational efficiency using tools like Power BI, SQL, Looker, and Google Data Studio.

Passionate about delivering actionable insights, streamlining processes, and empowering organizations to make informed, strategic decisions.

## TECHNICAL COMPETENCIES

- **Data Analysis & Reporting:** SQL, MS-Access, Excel, Google Spreadsheet, Macro, Data Analysis, Pipeline & PLX
- **Business Intelligence & Visualization:** Power BI, Google Studio, Figma, Looker
- **Automation & Scripting:** Google Apps Script, n8n
- **Artificial Intelligence:** Generative AI (Gen AI), Agentic AI
- **Workforce Management:** Team Management, Stakeholder Reporting, Executive Summaries, Trend Analysis

## EXPERIENCE

### **Genpact India Pvt Ltd | Hyderabad, Telangana, India**

**April 2023 – Current**

#### **Assistant Manager, WFM | Reporting & Power BI**

- Leading the WFM & Power BI team, streamlining operations, and leveraging data insights for optimal performance.
- Developed an automated service menu application, enabling team members to easily track the performance of reports across daily, weekly, and monthly levels. This tool ensured timely delivery without any misses and boosted overall delivery efficiency by 40%.
- Streamlined Power BI dashboard by creating a daily performance dashboard with drill-down capabilities for leaders, FLMs, and agents. This enabled the ops team in analysis of declining metrics trends and facilitated targeted improvements in key focus areas.
- Developed a No Handle Time (NHT) dashboard with drill-down capabilities, along with an FLM scorecard to help leaders monitor their spans. This initiative led to a ~60% reduction in NHT percentage, providing enhanced oversight and actionable insights.
- All Metrics Tracker: Developed a tracker monitoring quality, AHT, and SL trends, providing actionable insights and better control over project performance.
- Revamped reporting processes, collaborated cross-functionally to define data requirements, and transitioned reports to Power BI for efficiency gains.

### **WIPRO Ltd | Hyderabad, Telangana, India**

**October 2022 - April 2023**

#### **Assistant Manager, WFM | Power BI**

- Developed Power BI dashboards, consolidating headcount data from six business lines, reducing processing time by ~40%.
- Integrated Headcount Dashboard: Improved data security through row-level access, ensuring confidentiality while optimizing headcount tracking processes.
- Billable, Budgeted & Investment Trends Dashboard: Designed a dashboard to track BBI ratios across Lines of Business, aligning with SOW requirements.

**Concentrix Daksh Services Pvt Ltd | Gurugram, India**

**September 2021 - October 2021**

**Lead, Automation | Google Data Studio**

- Automated WFM processes, enhancing operational efficiency and accountability.
- Automated Ticketing Tool: Designed a ticketing platform for the WFM team to handle personnel adjustments, stack management, and ad hoc requests. Streamlined the process, reducing turnaround time (TAT) by ~15%, with real-time tracking of ticket status for timely follow-ups.
- Exception Tracker Tool: Created a tool for the Ops team to report exceptions from the previous day, automatically forwarding data to the WFM team for analysis. Ensured timely and accurate reporting, eliminating missed or delayed exceptions.
- Attendance & Real-Time Management Tool: Built an integrated tool to record attendance, breaks, and job time for multiple locations using a single platform with 24 forms.
- Introduced a real-time management system leveraging live attendance data, enabling instant tracking of login, breaks, and logout activities.

**GlobalLogic Pvt Ltd | Gurugram, India**

**December 2016 - September 2021**

**Senior Data Analyst | Google Data Studio**

- Worked on numerous quality projects and delivered on time, as well as assisting the team in identifying problem areas and providing solutions.
- Data Mining & Reporting - Performed data management, Trend Analysis using Google PLX dashboard, and scripts.
- Creating and publishing Daily, Weekly & Monthly reports to management and the Ops team.
- Auto-sampler - Devised an automated sampling method using Google scripts for quality audits. Team adjusts date and hour to acquire samples.
- Machine Learning Snapshot - Assisted by the supervisor, I designed a Data Studio visualization for a machine learning snapshot. This tool provides insights to monitor the performance of the quality team's projects by both customers and stakeholders.
- Audit Tool - Collaborated with developers to test and validate tool's functionality and accuracy. Devised test cases to evaluate tool, detect issues, and ensure QA standard compliance.

## **EDUCATION**

B.TECH - Electronics & Communication | Uttarakhand Technical University | January 2013

## **ACCOMPLISHMENTS**

- HMS Collaboration Champions for working to deliver outstanding results in Q1'2024
- Certificate of Recognition for Exemplary performance and Demonstration of Genpact values at the workplace
- Certificate of Recognition - Concentrix for process automation
- Awarded 'Best Employee' - GlobalLogic Technologies
- Certificate of Recognition from Google (Client) for Exemplary performance

## **HOBBIES AND INTERESTS**

- Playing musical instruments
- Sketching & painting
- Computer/Mobile Video Games