



MS. HEMLATA K ADPEKAR

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Accomplished Senior Data Analyst with a proven track record at US Tech Solutions (Oracle Cerner Pvt. Ltd), enhancing decision-making and operational efficiency through expert data analysis and innovative problem-solving. Skilled in MS Word, Excel, PowerPoint, and Tally ERP 9, with a knack for fostering team productivity and customer satisfaction. Demonstrates exceptional analytical and leadership abilities, driving significant improvements in customer engagement and process optimization.

WORK EXPERIENCE

Senior Data Analyst

09/2019 to Present

US Tech Solutions(Oracle Cerner Pvt .Ltd) - Bengaluru, India (Remote)
Bengaluru, India

Delivered comprehensive reports highlighting key trends, patterns, and anomalies, presenting findings to senior management for informed decision-making purposes.

Mapping of patients' data

Reviewing the data

Also worked as a spoc of the team -

- > Preparing monthly reports of quality and productivity of the team
- > Arranging team meetings with the company manager
- > Handing team queries

Member of Fun Team

- > Organizing Fun Activities on their birthdays and work anniversaries
- > Creating a channel to wish employees

IGCC Executive

11/2018 to 08/2019

Swiggy Bundl -Technologies

Bengaluru, India

Enhanced customer satisfaction by streamlining communication channels and improving response times.

Developed innovative solutions to complex problems, resulting in improved organizational performance.

Resolving customer queries

Have weekly and monthly reviews with managers.

IGCC refund.

Worked as a recovery team member.

Senior Operation Executive

5/2015 to 08/2017

Swiggy - Bundl Technologies

Bengaluru, India

Worked as Operational Executive, Verifier, FS and Reconciliation -.

> OMT

> Reconciliation of bills.

> Handling query pings.

As a Floor support -

> Drive process improvement programs and attrition/shrinkage activities on the floor.

> Have weekly and monthly reviews with managers.

> Improved operational efficiency by streamlining processes and implementing innovative solutions.

> Coordinated with teams across various departments to align strategic priorities with operational realities effectively.

> Managed cross-functional teams to achieve project goals on time.

> Data analysis and maintain the reports of the team.

SKILLS

Data and Analytics MS Word, Excel and Power point Tally Erp 9 - 10+ years

EDUCATION

Dr A V Baliga College of Commerce Kumta, India

Bachelor's

Commerce

Kumta

06/1997 to 04/2002

Nirmala Convent High School Kumta, India

High school or equivalent

SSLC

Kumta

03/1997