

Maharshi Patel

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Product/Data-Driven Analyst with valuable experience in areas of product analytics, data analytics, and sales consulting. Proficient in gathering and analysing business and product data to drive strategic decision-making and enhance product performance. Adept at diagnosing process inefficiencies, reducing costs, and optimising team productivity. Demonstrated ability to monitor product performance, define improvement strategies, and deliver comprehensive reports.

CORE COMPETENCIES

- Risk Management and Evaluation
- Data Modelling and Visualization
- Continuous Process Improvement
- Data Science and Analytics
- User Acceptance and QA Testing
- Governance, Risk, and Compliance
- Agile and Scrum Methodologies
- Product Identification and Analysis
- Deep and Machine Learning
- Stakeholder and Staff Engagement
- Customer Service and Retention
- Software Analysis

PROFESSIONAL EXPERIENCE

SureCloud

Reading, UK

Product Analyst

January 2022 - September 2023

SureCloud is a B2C leading provider of cloud based, Integrated GRC (Governance, Risk & Compliance) products and Cybersecurity services. During my time I operated in a fast-paced environment focusing on designing and developing GRC (Governance, Risk and Compliance) solutions such as: Data Privacy, Third Party Risk & Control Testing.

Key responsibilities:

- Served in the Scrum team of 5, contributing towards the sprint objectives, and following an agile-waterfall methodology.
- Conducting manual UAT and QA testing to identify bugs in the applications, to assess, evaluate and troubleshoot as part of the triage team.
- Identified and documented requirements for all client solutions, addressing reported bugs and supporting 10+ bespoke client projects.
- Visualized data, extracting key information from client data and creating models to gain insights on all the relevant data.
- Presenting final solutions to clients and key stakeholders.

Key achievements:

- Presented key solutions to 20 clients and relevant stakeholders, writing documentations, and conducting user acceptance testing.
- Devised bespoke dashboards for 14 clients upon analysing market data, consumer behaviours and trends.
- Boosted sales by 20% & increased company investment within 3 months by redesigning and rebuilding 9 out of the box solutions in SureClouds new low code Aurora platform.

Travelex, Heathrow Airport

London Heathrow, UK

Sales Consultant | Travel Money Ambassador

March 2019 - August 2020

- Provided support and advice on Travelex products and services, singlehandedly managing the store in a fast-paced, busy setting.
- Surpassed procedural, operational and customer focused KPIs, providing quality service and keeping all customers satisfied.
- Managed day-to-day online requests and deliveries while processing all foreign exchange transactions accurately and efficiently.
- Elevated sales by 1.2x and promoted 2+ online products through online sales channel as well as travel money card transactions.

Blink Brow Bar

London, UK

Data Entry Clerk

September 2017 - September 2018

- Transferred data from paper formats into computer files and database systems using keyboards, data recorders or optical scanners.
- Produced detailed spreadsheets with large numbers of figures with 100% accuracy, typing in data provided by customers.
- Backed up and preserved data while organizing paperwork after entering data and ensuring that they were not lost.

CERTIFICATIONS

Multiple Certification Courses, LinkedIn

2023

- Essential Training: Data Analysis by Microsoft & LinkedIn, Excel (Microsoft 365), Google Analytics 4 (GA4), SQL, & Tableau
- Relevant Courses: Advanced Google Analytics, Advanced Google Analytics 4 (GA4), and Python Data Analysis

Data Science Bootcamp, Udemy

2023

SQL - MySQL for Data Analytics and Business Intelligence, LinkedIn

2023

EDUCATION

Kingston University

London, England

Bachelor of Science (Hons) in Mathematics

September 2017 - June 2021

SKILLS AND INTERESTS

Technical skills: JavaScript, Python, HTML, CSS, MySQL, SQL, NumPy, Amazon Web Services (AWS), Tableau, Jira, GitHub, Google Workspace, TypeScript, SAS, MATLAB, Maple, Django, Android, iOS, Microsoft Office suite (Word, Excel, PowerPoint) and Google Analytics.

Interests: Football, Gaming, Website Development, and Coding.

Languages: English (Fluent), Gujrati (Fluent), Hindi (Fluent), and Urdu (Fluent).