

RAJIV JOSHI

PROFESSIONAL SUMMARY

- Influential communicator and data researcher who demonstrated excellent management and client handling skills as Senior Business Market Analyst with more than 13 years of experience in Business Market Research using NITRO, Salesforce System, and Excel. Applications I worked with are QLS, ProdSys, FTPs, PowerPoint, OGRDS, Lotus Notes and Hangout communication.
- Proficient in Microsoft, Adobe and Google Software for creation of data management and certified Google Garage Digital Marketer.





WORK EXPERIENCE

Senior Business Process Analyst

TATA Consultancy Service Limited (CBO Industry), October/2007 - Present

- Responsible for detail characteristic coding of FMCG Market and creating database for client NIELSEN including Data process, Data generation and data validation Analysis.
- Handling typical complicated Customer calls and understanding the voice of Customer's needs, Executes BAU coding (Local + Global characteristics) of given categories by consistently executing global and local coding guidelines and definitions
- Specialized in European Alcohol/Meat/Grocery/Bakery/Household/Child-Frozen Foods/Tobacco Accessories and TSR (Total Store Records) Categories for Global Clients.
- Ensures 100% compliance on coding standard and execution of item coding SOPs, Acquires and maintains a current knowledge and understanding of market evolution and innovation for assigned categories
- 100% Quality data delivered for Diageo (Alcohol Client) and Coke GT1 (Global Track One) Client
- Updating Client Contact Information Email in the FTP (File Transfer Protocol) as per their requests and responsible to handling the IssueTraks for all types of requests such as Changes/amendments or information based request on the Database
- Implemented Visual Basic Macro file for the process based on my research for the Monthly Tasks which saved ~30hrs/month/team members.
- Re-designed the Allocation process: To evaluate the accuracy and for equal work distribution within team, Redesigned for process.
- Worked with GTC/GT1 Data Bases for Premium Clients - Kraft and Coca Cola for ROI Ireland Country
- Working for different types of GIS (Availability/DataOrder & Feasibility Requests) forms for the feasibility of the data which is going to buy the client based on the information provided into the form.

CONTACT INFO

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SKILLS

Professional

Communication
Building Relationships
Budgeting and Forecasting
Strategic Thinking
Negotiation
Managerial Skills

Technical

Microsoft Office
Statistical Analysis
Technical Understanding
Client Management
Data Visualization
Documentation/Organization

EDUCATION

Bachelor Of Commerce in Accounts & Auditing with Computer

Sardar Patel University, Vallabh
Vidhyanagar, Gujarat, India
March/2004 – April/2007

**Digital Garage Certification by
Google Inc.**
**Power Searching Certification by
Google Inc.**

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- Deliver 100% Quality of my Data to end client every month, I have created two backups for my project work as well as handle the task of Work allocation for Item coding and Query Logging System check.

Relationship Crisis Management Lead

TATA Consultancy Service Limited, (Additional Volunteer Role)

- Responsible to collect WE RD ((Western Europe Reference Data) Team Details (Total 17 teams) with number of associates working in each team and separate list of critical associates who can be work during the Crisis who are key responsible associates for their teams.
- Create all the essential BCP (Business Continue Process) related documents and share to Cluster Lead
- Prepare Test Plan and Test Report before and after conducting the Test (Remote Testing/Walk-through Testing/Simulation Testing)
- Conducting Testing process with the help of Support Teams like (IT IS Team/Team Leads/Associates etc.) at alternate locations time by time for continuation of process/BAU
- Informed any criticality to all the Process and higher managements without fail including the Detailed report

Analyst

The Nielsen Company, August/2007 – October/2007

- The leading Market Research company in INTERNATIONAL COMPANIES that analyze and provide the accurate information for the market to the Local and Global client as per their requirement for the information, worked as Analyst in Ireland Country reporting to Team Lead (THE NIELSEN COMPANY) from August 2007 to Oct – 2007.
- Responsible for detail characteristic coding of FMCG Market and creating database including Data process, Data generation and data validation Analysis.
- Preparation of Client specific data and Specification of providing the FMCG market analysis for procurement.

LANGUAGES & OTHER INTERESTS

- Fluent in English, Gujarati and Hindi language
- Volunteerism
- Photography
- Drawing
- Listening Music
- Cycling
- Reading
- Travelling
- Vblogging

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SOFTWARE PROFICIENCY

- Digital Garage Certification by Google Inc. – July 2019
- Power Searching Certification by Google Inc.
- QLS and SQL Server
- IBM Sametime
- Microsoft Office (v. 03/04/07 & 10)
- English Typing Speed is 90 WPM
- SQL Server

PROJECTS COMPLETED

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|---|--------------------------|
| • North America Walmart BUY Project | (July – December 2020) |
| • Unilever Hair Styling Project | (June 2014) |
| • Wrigley's Chewing Gum Project | (June 2013) |
| • Heineken Alcohol Project | (April 2013) |
| • P&G Laundry Project | (April 2013) |
| • Coca Cola Juice Project | (January/February 2013) |
| • Dr Oetker Non Edible Cake Decoration Project | (February 2013) |
| • Meat (Raw and Cooked) Category Project | (November/December 2012) |
| • Kraft Europe Confectionary Project | (February 2012) |
| • Reckitt Benckiser Cough/Cold Remedies Project | (February 2010) |
| • Reckitt Benckiser Air Fresheners Project | (February/March 2010) |
| • Packaged Ambient Small Cake Project | (May 2010) |
| • Edward Dillon Alcohol Project | (July 2010) |
| • Canned/Packet/Fresh Soup Project | (October 2010) |
| • Total Store Records (TSR) Project | (February 2009) |

AWARDS AND RECOGNITIONS

Award Name	Category	Sub-Category	Received
BPS On the Spot Award	BPS Award	Special Nomination	05-Jan'21
The Nielsen Gold Award	Nielsen Award	Special Nomination	10-Nov'19
BPS-Performance Linked Reward (PLR)	BPS Award	Monthly Award	10-Jan '17
BPS-Performance Linked Reward (PLR)	BPS Award	Monthly Award	19-Oct '16
Digital/BPS: Technology Appreciation Foundation	TCS Award	Monthly Award	08-Jun '16
BPS-Performance Linked Reward (PLR)	BPS Award	Monthly Award	01-Feb '16

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BPS-Star Performer	BPS Award	Monthly Award	07-Aug '14
BPS-Performance Linked Reward (PLR)	BPS Award	Monthly Award	26-May '14
BPS-Performance Linked Reward (PLR)	BPS Award	Monthly Award	28-Feb '13
Star Performer	BPO Award	Monthly Award	28-Feb '13
Service & Commitment Award	Service Awards	Service Award	13-Aug '12
Service & Commitment Award	Service Awards	Service Award	29-Oct '10

VOLUNTEER AND CSR ACTIVITIES

- Participated in NGID (Nielsen Global Impact Day) as a Volunteer – went to local Primary School (Webb Memorial School, Nizampura, Vadodara(Gujarat), India) – Played with Kids/Muffin Cake Distribution/Serves Food (Lunch) to Students – Nielsen & TCS Combined arrangement on 18th June'19
- Participated in NGID (Nielsen Global Impact Day) Fund raising event-II on 24th May 2019 by participating in event.
- Participated in NGID (Nielsen Global Impact Day) Fund raising Event-I on 07th June 2019 by selling Muffin Cake and contribute the amount to the NGID Cause as a Volunteer.
- Volunteer at BAPS (Bochasanvasi Aksharapurushottam Swaminarayan Sanstha) in Kitchen Committee during celebration of 70th anniversary of Idol-Consecration held 19th July'15 and led 8 members team during the work.
- Volunteer at BAPS (Bochasanvasi Aksharapurushottam Swaminarayan Sanstha) In "Result" committee – where I was responsible to calculate the Marks and arrange for Award Distribution during "Aantar(Inter) Chhatralay(Hostel) Adhiveshan" held 11th and 12th July'15 at Bochasan BAPS Temple.
- Volunteer at BAPS (Bochasanvasi Aksharapurushottam Swaminarayan Sanstha) "Sardh Satabadi Mahotsav 2014" held 3rd to 7th Dec'14 at Samta Ground, Vadodara (Gujarat) for Yajna Seva, Parking Seva, Yagna Kund Arrangement Seva etc.
- Participated in NGID (Nielsen Global Impact Day) as a Volunteer and Served Food to people of "KrishnaPura Village" (Nr Sindhrot, Vadodara) adopted by Nielsen Team on 11th June'15
- Clean the 1.5km Road (Vadodara) during BAPS (Bochasanwasi Shri Akshar Purushottam Sanstha) "Swacchta Mission (Clean India Mission)" on 22/03/'15.
- Took part in "Tree Plantation Drive" organized with Social Forestry Department on 05th June'15 (Central School, Nr. EME Metro Hospital, Vadodara)
- Volunteer as a Computer Teacher at Bal Bhavan Society to Educate the Basics of Computer to Mentally Challenged Children (March-Aug'09)
- Worked as a Volunteer for Blood Donation Camp (Held at Nielsen Office April'08) arranged by TCS
- I am regularly donating Blood and Plasma to needy.
- Lead the TCS Maitree Team for CSR Activities for organizing different events as well as planning such activities like Cloth Distribution in Slum Areas, Blood Donation Camps in Office, Diwali/Holi/Kite Festival/Filmy Day/Earth Day/Republic Day etc. Celebrations in Office.
- Active volunteer member of "Fire Safety Team" in my organization
- Lead the "Writing Essay Competition" organized by "Market Research CoP" Team (December 2010)
- Worked as BCP RCML for "Western Europe – Reference Data (Total 17 Teams)" from July'14-till date

*References are available as per request