# Dhiren Bhoyar

## BUSINESS ANALYST -Advanced Excel, SQL, Power BI / Tableau, Requirements Gathering

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## SKILLS

- **Analytical Tools**: Power BI for dashboards, Tableau for visual analytics, Excel for data modeling, automation.
- **Data Visualization**: Building evolving reports, KPI scorecards, interactive dashboards, executive summaries.
- **Database Management**: Basic SQL queries for data extraction, table joins, data filtering, result aggregation.
- **Data Analysis**: Cleaning, transforming, and interpreting large datasets to support operational decision-making.
- **Reporting Automation**: Automating recurring reports, workflow optimization, scheduled data refresh in tools.

## WORK EXPERIENCE

**Sales Associate**                                                                                 **June 2023 – November 2024**
*Walmart*                                                                                                                           *Ontario*

- Executed 200+ category-wide promotions, enforced vendor tracking audits, increased compliance precision by 25%, and streamlined performance reporting processes using structured templates across three fiscal quarters.
- Analyzed over 100 monthly POS discrepancy cases, generated detailed supplier-specific reports, and standardized correction workflows, reducing issue resolution duration by 40% through cross-departmental coordination efforts.
- Directed shelf placement strategies during peak campaigns, collaborated with regional buyers, and improved in-stock reliability across teams by 18% Over five audit cycles using highly automated tracking tools with precision.
- Coordinated shrink analysis using historical transaction logs, mitigated product misplacements, and enhanced inventory traceability by 22% across seasonal assortments through targeted SKU-level monitoring techniques.
- Validated planogram implementation by auditing visual layouts, reporting execution failures promptly, and appreciably improving compliance reporting accuracy across departments by 31% using centralized audit sheets.

**Business Analyst**                                                                              **February 2021 – March 2023**
*Aniket Multi Services Pvt Ltd*                                                                                                    *India*

- Directed demand forecasting using advanced Excel models across five sectors, identified deviation patterns, and improved forecast reliability by 28% through iterative statistical regression techniques and model refinement.
- Designed SQL queries to extract and aggregate sales patterns from 500k+ transactional records, created interactive Tableau dashboards with active filters, reduced weekly reporting cycle time by 35% through automation.
- Executed detailed customer segmentation using sophisticated clustering logic in BI tools, categorized 50k+ customer profiles, aligned marketing strategy to enhance targeting effectiveness by 22% via campaign development.
- Investigated KPI variances by linking operational lags to root causes, presented analytical findings to senior leadership teams, enabled a 17% improvement in SLA compliance through process adjustments and monitoring.
- Documented over 80 comprehensive technical SOPs, facilitated inter-departmental adoption through targeted system demos, workshops, and decreased onboarding queries for analysts by 40% by improving training materials.

**Client Relation Associate**                                                               **September 2016 – November 2019**
*Om Sai Pvt Ltd*                                                                                                                     *India*

- Onboarded 50+ institutional vendors, and tracked SLA deviations rigorously, introduced structured survey feedback forms across diverse channels, improving overall client satisfaction metrics across diverse tiers by 20%.
- Acted as primary liaison between 30+ external clients and technical teams, documented over 200 feature requests comprehensively, and cut issue resolution turnaround time by 40% through optimized communication workflows.
- Developed standardized reporting templates for client updates, reduced manual data entry errors by 35%, programmed weekly status briefings distributed promptly across 12 cross-functional operational teams On schedule.
- Audited client feedback tickets applying sentiment scoring models, and categorized recurring issues by type in-depth, and escalated 90% of major service gaps within strict 48-hour SLA compliance deadlines in intervals.
- Deployed CRM integration changes by assisting with detailed API setup, rigorous testing phases, enabling faster client history lookup, reducing case retrieval time by 26% through optimized system performance improvements.

## EDUCATION

**Graduate Certificate in Data Analytics for Business Decision Making**          **January 2024 – August 2024**
*Durham College, Ontario*

**Graduate Certificate in International Business Management**                        **May 2023 – December 2023**
*Durham College, Ontario*

**Bachelor's Degree**                                                                              **August 2019 – July 2022**
*Dr. Babasaheb Ambedkar Marathwada University, India*

## CERTIFICATIONS

- **Lean Six Sigma (Yellow Belt),FITT Diploma**