

KONDETI NEMYA

MIS Executive | Reporting & Data Analysis | Customer Service Professional
nemyasahi@gmail.com | 9381864420 | Visakhapatnam, India

OBJECTIVE

Dedicated MIS Executive and Customer Service professional with a strong record of accurate reporting, data analysis, and process optimization. Skilled in Excel, Power BI, and payroll/roster management, with proven ability to build excellent working relationships and support data-driven decision-making.

SUMMARY

Operations-focused team lead experienced in motivating, planning, and tracking achievement of operational goals. Skilled at identifying operational issues and implementing solutions to optimize productivity, efficiency, and service quality across diverse environments.

SKILLS

- Microsoft Office • Customer Service • Decision Making • Sales
- Time Management • Leadership • Fast Learner
- MIS Reporting • CRM Data Extraction • Dashboard Development • Data Validation
- Reports Preparation (Shrinkage, Break Reports, Productivity, AHT, Adherence)
- Payroll Validation • Data Consolidation • Roster Preparation • Power BI
- Incentive Calculation • Attendance & Shrinkage Management • Cross-Department Coordination

TECHNICAL SKILLS

- MS Office / MS Excel: VLOOKUP, XLOOKUP, HLOOKUP, INDEX-MATCH, SUM, Pivot Tables, Pivot Charts, IF, COUNTIF/SUMIF, Conditional Formatting
- Power BI: Power Query, Data Modeling, DAX, Dashboard Creation & Data Visualization

WORK EXPERIENCE

MIS Executive | Convergence InfoServ

Aug 2025 – Aug 2026

- Prepared and maintained daily, weekly, and monthly MIS reports using MS Excel.
- Collected, validated, and consolidated data from multiple sources to ensure accuracy.
- Created and maintained Excel trackers, dashboards, and performance reports.
- Monitored team/employee performance, productivity, attendance, and operational metrics.
- Performed data analysis to identify trends, gaps, and performance issues.
- Generated management reports and provided timely updates to concerned teams.
- Used VLOOKUP/XLOOKUP, Pivot Tables, IF, SUMIF/COUNTIF, and conditional formatting for reporting and analysis.
- Maintained databases and ensured timely updating of records.
- Coordinated with departments to collect required data and resolve discrepancies.
- Ensured reports were accurate and submitted within defined timelines.
- Supported management with data-driven insights for operational decision-making.
- Maintained confidentiality and integrity of business and employee data.

MIS Executive | Star Health Insurance

Jan 2025 – Jun 2025

- Analyzed extracted data to derive insights and identify trends supporting decision-making.
- Calculated login hours, shift adherence, break reports, and AHT for executives and teams.
- Managed payroll calculations, ensuring accuracy and compliance with regulations.

- Calculated incentives including sales incentives, performance bonuses, referral/partner incentives, and attendance/retention bonuses.
- Prepared weekly rosters based on leave balances and staffing requirements, coordinating with team leads to manage shrinkage.
- Maintained individual sales and product files for tracking incentives, branch business, and performance comparisons.

MIS Executive | MOURI Tech (P) Ltd, Visakhapatnam

Aug 2021 – Apr 2024

- Extracted data from CRM tools, ensuring accurate and timely handling of large datasets.
- Analyzed data to calculate login hours, shift adherence, break reports, and AHT for executives and teams.
- Developed interactive Power BI dashboards to monitor AHT, adherence, productivity, and team performance using Power Query and DAX.
- Prepared payroll calculations and reports based on login hour data, ensuring compliance with regulations.
- Applied advanced Excel formulas (SUM, VLOOKUP, HLOOKUP, INDEX-MATCH, IF, CONCATENATE, COUNTIF/SUMIF) and pivot tables/charts for data analysis and reporting.

Process Executive | MOURI Tech (P) Ltd, Visakhapatnam

Aug 2020 – Aug 2021

- Completed one year in the role with strong performance and positive feedback.

EDUCATION

- BHM (Bachelor in Hotel Management), Alliance College of Hotel Management (2017 – 2020)
- Intermediate – MPC, Dr. V.S. Krishna Junior College, Visakhapatnam (2015 – 2017)

PERSONAL PROFILE

- Father's Name: Kondeti Prasad
- Gender: Male | Date of Birth: 27-06-1999 | Marital Status: Unmarried
- Nationality: Indian | Languages Known: English, Telugu

HOBBIES

Playing Cricket • Listening to Music • Spending Quality Time with Family and Friends • Travelling

DECLARATION

I, Kondeti Nemya, hereby declare that all the information provided in this resume is true and correct to the best of my knowledge and belief.