

Arya Joshi

+447867090919,arya25.joshi@gmail.com,www.linkedin.com/in/arya-joshi-66614a246

PROFESSIONAL SUMMARY

A dedicated professional with a robust foundation in business analytics and decision sciences, complemented by a solid background in accountancy and economics. Proven track record of effectively leveraging these core competencies to drive organizational success and achieve company objectives. Known for employing systematic and well-structured approaches to consistently meet and surpass goals. Adaptable and skilled at thriving in high-pressure environments, while efficiently navigating novel situations and challenges to elevate the organizational brand.

EDUCATION

University of Leeds

MSc Business analytics and Decision Sciences

- Machine learning, Forecasting, Consultancy
- Effective & Advanced decision Making.

Leeds, United Kingdom

September 2022 - September 2023

Graduate School of Business

Bachelor of Commerce

- Accountancy, Taxation, Economics
- Business Laws, Business Mathematics

Indore, India

June 2018 - July 2021

WORK EXPERIENCE

Crew Member

(McDonalds)

- Provided exceptional customer service by assisting with requests, ensuring a positive dining experience.
- Managed cash transactions, operated till, and processed customer orders with precision in a fast-paced setting, ensuring accuracy and customer satisfaction.
- Prepared and maintained high food quality and safety standards, following standardized recipes for various menu items, including fries, drinks, and food orders.
- Collaborated with team members to ensure smooth operations, while also maintaining cleanliness and a welcoming environment for customers.

Leeds, United Kingdom

December 2022 – current

Customer Service Ambassador

(Teleperformance)

- Expertly resolved 60+ daily customer queries, utilizing product knowledge and service expertise to maintain high satisfaction ratings.
- Provided technical and operational support to business(B2B) through timely responses and resolution of issues.

Indore, India

January 2022 - June 2022

- Maintained compliant documentation on Excel and Salesforce for reliable company records.

Customer Service Representative (TaskUs)

Indore, India
September 2020 - December 2021

- Delivered exceptional customer service by seamlessly assisting with 1000+ requests, ensuring utmost satisfaction and maintaining an 85% positive feedback rating.
- Processed high-value payments with meticulous accuracy.
- Promoted as subject matter expert within 11 months of duration.
- Trained team members regarding operational work.
- Analysed team performance against respective KPIs and provided insights that enhanced team performance by 30%

Volunteer work & Extracurricular activities

- **Graduate School of Business**
 - Planned and executed a vibrant college fest, securing 5 key sponsors and overseeing a team of 15 members for seamless management and success.
- **Volunteer| IDP Global**
 - Effectively managed a diverse group of 20 international delegates as a representative of IDP Global, ensuring smooth coordination and delivering exceptional hospitality services.

Language & Tools

- R programming.
- Power BI
- SQL
- Tableau
- Microsoft office
- Salesforce

Skills

- Data Visualization
- Effective Decision Making
- Machine Learning
- Forecasting and Advanced Analysis
- Handling High Volume Queries

Additional Courses

- Data analyst in R (DataCamp)
- Data analyst in Power BI (DataCamp)