



Satyendra Kumar Gond

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ABOUT ME

Data Entry Operations and MIS Executive with 4.5+ years of experience in data management, reporting, KPI tracking, and operational analysis. Proficient in Advanced Excel, reporting dashboards, data validation, and business operations. Seeking opportunities in Data Operations, Reporting, MIS, or Junior Data Analyst roles in Germany.

EDUCATION AND TRAINING

23 JUL 2014 – 13 SEP 2018 Lucknow, India

BACHELOR OF TECHNOLOGY IN COMPUTER SCIENCE AND ENGINEERING Abdul Kalam Technical University

Level in EQF EQF level 6

25 JUN 2012 – 25 MAY 2014 Kushinagar, India

INTERMEDIATE P N M Inter College

Level in EQF EQF level 6

8 MAY 2010 – 8 JUN 2012 Kushinagar, India

HIGH SCHOOL I C Gazipur

Level in EQF EQF level 6

WORK EXPERIENCE

DATA ENTRY OPERATOR – I CALL SUPPORT SERVICES PVT LTD. (POLICYBAZAAR.AE) – 2 May 2023 – 1 Jun 2026 – GURUGRAM, INDIA

- Manage data entry operations and insurance policy issuance, ensuring accurate processing and timely delivery of documents through designated portals.
- Prepare and share daily operational reports on quotation creation and policy issuance.
- Monitor sales conversion performance of agents and support operational productivity improvements.
- Generate optimized quotations for sales agents to improve policy conversion rates.
- Perform real-time monitoring of operational activities and reporting metrics.
- Maintain accurate records of daily quotation creation and issued insurance policies.
- Analyze operational performance data and prepare management reports to support decision-making.

INFORMATION CLERK – DIGITAL BLINC TECHNOLOGIES PVT LTD. – 7 Dec 2020 – 30 Nov 2022 – GURUGRAM, INDIA

- Prepared Morning Open Call Ageing Reports to monitor operational backlog and service performance.
- Analyzed operational data for Reward and Penalty performance evaluation reports.
- Generated weekly and monthly KPI (Key Performance Indicator) reports for senior management and clients.
- Created Daily Carrier Process Reports (CPR) to track operational activities.
- Developed Excel-based dashboards according to management requirements.

- Maintained a Daily Productivity Tracker to evaluate team performance and share reports with senior management and clients.
- Prepared Process Attendance Reports for operational monitoring.
- Published hourly performance reports for the Prime Line of Business (LOB).
- Generated multiple operational reports (up to 24 reports daily) for business performance tracking.
- Developed advanced Excel reporting sheets using formulas and data analysis functions.

● **SKILLS**

Advanced Excel like V-Lookup, Multi V-Lookup, H-Lookup, Array Lookup, If, Concatenate, Count if.

Microsoft Excel | Microsoft Office | Microsoft Word | Microsoft Powerpoint | Handle Mail | Google Drive | Google Sheets | Data Analysis | Dashboard Creation | KPI Reporting | Data Visualization | Data Validation

● **LANGUAGE SKILLS**

Mother tongue(s): **ENGLISH**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
GERMAN	A1	A1	A1	A1	A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **HOBBIES AND INTERESTS**

Cricket

Cooking

Gaming

● **CERTIFICATIONS**

SkillCourse, 22 Mar 2026

AI-Powered Excel Micro Course

- Proficient in Advanced Microsoft Excel, Data Entry, and Data Analysis.
- Skilled in Pivot Tables, XLOOKUP, VLOOKUP, INDEX-MATCH, Advanced Filters, and Excel Formulas.
- Experienced in Data Cleaning, Validation, Reporting, and Dashboard Preparation.
- Strong analytical, problem-solving, and attention-to-detail skills.
- Seeking opportunities in Data Entry, MIS, Reporting, Back Office, or Business Operations.

Mode of learning: Online

Link https://exam.skillcourse.in/student/view_certificate?uid=SC-E5DEFDC8C3