

# Manish Khatun

## Retail Professional transitioning to Analyst

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## Summary

Customer-focused retail professional with 9 years of progressive experience in inventory control, sales reporting, and front-line service. Known for turning routine data into clear, actionable insights using advanced Excel functions (pivot tables, VLOOKUP/XLOOKUP, conditional formatting) and basic data visualisation tools. Demonstrated ability to streamline manual processes, maintain high accuracy in daily reporting, and support cross-functional teams. Seeking to leverage transferable analytical skills into a dedicated Analyst role where continued learning and formal certification will complement hands-on experience.

## Experience

### ShopEasy Supermarket

Retail Associate | 01 Jun 2022 – Present

Full-time role based in Chicago, IL.

- Generate weekly inventory variance reports using Excel PivotTables; identify and resolve an average of 45 discrepancies per cycle, reducing overall stock errors by 12 % YoY.
- Maintain daily sales logs in SAP Retail; automate routine data extracts with Power Query, cutting report-generation time from 30 min to 8 min.
- Assist in visualising department-level performance via simple Tableau dashboards shared with store management.
- Serve as point-of-contact for cash-handling audits; reconcile POS transactions with bank deposits, maintaining 99.8 % accuracy.

### TeleConnect Solutions

Customer Service Representative | 01 Mar 2019 – 01 May 2022

Contract role performed remotely.

- Handled ~200 inbound calls/day for a telecom client, logging interaction details in a CRM system and producing weekly performance summaries in Excel (VLOOKUP & conditional formatting).
- Developed a “call-resolution” dashboard that tracked average handling time and first-call resolution rates; insights contributed to a 6 % improvement in service level agreements.
- Coordinated with cross-functional teams to address recurring technical issues, providing data-driven recommendations during monthly review meetings.

### PharmaMart

Assistant Store Manager | 01 Jan 2016 – 01 Feb 2019

Full-time role at a convenience store with pharmacy in Detroit, MI.

- Oversaw inventory for over 3,000 SKUs; created monthly stock-turnover reports using Excel formulas and pivot tables, enabling a 9 % reduction in out-of-stock events.
- Trained new sales associates on POS operation, cash reconciliation, and basic Excel reporting; mentored 5 staff members who later advanced to supervisory roles.
- Streamlined manual price-update process by designing a simple Excel macro that applied bulk price changes, saving approximately 2 hours per week.
- Acted as liaison between store and regional operations team, delivering weekly sales presentations with PowerPoint graphics and trend analysis.

### QuickMart

Sales Associate | 01 Jul 2014 – 01 Dec 2015

Part-time role in New York, NY.

- Provided front-line customer service, processed transactions, and maintained merchandise displays.
- Collaborated with inventory team to conduct cycle counts; entered findings into Excel spreadsheets with basic formulas for variance tracking.

Career Gap – Personal Development & Family Care | 01 Jan 2020 – 01 Apr 2020

- Took a brief hiatus to care for a family member and completed an online “Fundamentals of Data Analysis” course (Coursera) to strengthen analytical foundation.

## Education & Training

### Bachelor of Commerce (B.Com.), Business Administration

University of Mumbai

01 Jan 2011 – 01 Jan 2014

## Skills

Advanced Excel, Data Reporting & Dashboarding, Microsoft Office Suite, Basic Data Handling, Business Intelligence Intro, POS & Retail Systems, Inventory Management, Cash Handling & Reconciliation, Customer Service & Relationship Management, Project Coordination, Analytical Thinking, Communication, Team Collaboration, Time Management & Prioritisation, Problem Solving

## Languages

### English | – Present

Fluent

### Hindi | – Present

Native speaker

### Marathi | – Present

Conversational

## Certifications & Credentials

### Microsoft Excel Specialist (Excel 2019) – In Progress | 2025-12-01

Microsoft

### Data Analytics Fundamentals – Planned | 2026-01-01

Coursera

## Projects

### Inventory Accuracy Boost | – Present

Implemented a pivot table driven variance analysis at ShopEasy, cutting stock errors by 12 % within the first year.

### Performance Dashboard Creation | – Present

Designed a call resolution KPI dashboard at TeleConnect, supporting a 6 % rise in first call resolution rates.

### Process Automation | – Present

Built a macro for bulk price updates at PharmaMart, saving ~2 hours weekly and reducing manual entry errors.

### Training Impact | – Present

Mentored five sales associates at PharmaMart; all promoted to supervisory positions within 18 months.

## Interests

### Hiking | – Present

### Data visualisation challenges | – Present

- Kaggle (beginner level)

### Reading | – Present

- Non-fiction business books

## References

Available upon request