

Naval Singh

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TECHNICAL SKILLS

Power Platform : Power BI (Visualizations), Power Automate(Triggers & Flows), Power Apps(Canvas), Power Virtual Agents.

Microsoft Office : Excel (Pivot, Formulas, Graphs, Macros), Powerpoint (Slide Design, Animations), Word, Customer Voice.

Others : Python, SQL, SAP (MM,SD Module & Fiori), Sharepoint & Lists, Tableau, Google Sheets & Data Studio

FUNCTIONAL SKILLS

Business Strategy : Analytical thinking, Problem Solving, Strategic Planning, Change Management, Leadership.

Consumer Insights : Consumer Segmentation & Targeting, Market research, Trend Analysis, Customer-centricity.

Product Management : Product Vision and Roadmap, Metrics & Data Analysis, Prioritization & decision-making, Collaboration.

Others : Customer Relationship Management, Business Intelligence, Sales Analytics, RPA, Project Management.

EXPERIENCE

Analytics & Insights Manager | Marsh McLennan October 2024 –Present

- Built a Placement Tool to track expiring policies **(90/60/45/30 days)** and map new projects across Energy, Property & Construction, enabling proactive **vetting & routing to client executives**—driving 15% rise in renewals and premiums.
- Built a **Power App for Account Management**, integrating with Power BI for revenue data and automated dashboards for **90+ client executives across 4 Product Lines, tracking YoY growth, new/lost clients, product mix** and performance vs. budget—automating weekly reporting.

Market & Business Intelligence | Aker Solutions December 2023 – September 2024

- Developed the **scenario analysis for Aker Solutions**, charting the company's direction until 2030 by leveraging data from global organizations like , IEA, and NGFS , along with industry outlooks from **BP, Shell, and Equinor**.
- Designed an integrated **task approval & tracking tool using Power Apps, Power Automate & Lists**, which enhanced task delegation and record-keeping within the M&BI team.

Business Analyst | Yokohama OHT September 2022 – December 2023

- Marketing Analysis for different product segments, identifying the gaps and proposing the NPRs at the market level resulting in **14 New Product Request in 2023 contributing to \$ 16 Mn.**
- Led forecasting for **4000 SKUs**, analyzing sales trends, integrating new products, and forecasting regionally.
- Created and maintained **product performance dashboard**, providing real-time data to stakeholders, enabling data-driven decision-making and increasing **product launch efficiency by 25%.**

Customer Quality & Insights | CEAT Limited June 2017 – September 2022

- Analyzed sales data to identify low-performing products across regions, generating customized weekly and fortnightly reports for the sales team. Monitored new product launches and collected customer feedback, leading to a **15% improvement in regional sales performance and a 20% faster response time to market trends.**
- Utilized data analytics to optimize the customer complaint handling process, **reducing average resolution time by 40% and enhancing customer satisfaction by 15% on the CSS scale.**
- Successfully handled key accounts of **14 OEMs like JCB, Mahindra, TATA, TAFE**. Addressed queries, managed claims, maintained monthly connections for inputs, resulting in increased new product launches and business growth.

EDUCATION

IIM Lucknow - Executive Program in Leadership and Change Management (Oct'25-Aug'26)

IMT Ghaziabad - PGDM in Business Analytics (Jan'22-Dec'23)

CERTIFICATIONS

Project Management Professional (PMP) - Project Management Institute (PMI)

PL 300 (Power BI Data Analyst), DP 900 (Azure Data Fundamentals), PL 900 (Power Platform Fundamentals) - Microsoft

Lean Six Sigma Black Belt - Government of India (GOI)

AWARDS

Star of the Month | Marsh McLennan, For building end to end PMO Tool for 300 + Colleagues using Power Apps March 2025

Award of Excellence | Yokohama OHT - For Building Profitability and NPR Dashboard for LATAM and MEA Regions July 2023

Star Performer for the Year | CEAT Limited - Digitizing CEAT Claims and Sales Tracking Processes. April 2022

KEY PROJECTS

Project WorkNest : PMO Tool | Marsh McLennan April 2025 - September 2025

- Built and deployed a PMO tool enabling project intake tracking, resource utilization, and capacity planning with integrated stakeholder feedback, used by 300+ colleagues across 15 Sub Team of IKS Analytics.

Project Yokohama-Trelleborg : Brand Integration Initiative | Yokohama OHT January 2023 - August 2023

- Developed multi-tier brand strategy (Yokohama Trelleborg, Tier 1; Galaxy, Alliance Mitas, Tier 2) preventing channel cannibalization in Yokohama-Trelleborg merger (+\$115M revenue projected).

Project CEAT Digital : Transforming Customer Service | CEAT Limited September 2021 - April 2022

- Spearheaded CEAT's digital transformation (claims, sales tracking, OEM ratings). Facilitated seamless onboarding of global OEMs (AGCO) and boosted CSS by 19%, OEM Supplier ratings by 12%.