

YOGESH TEWARI

TECHNICAL ACCOUNT MANAGER - Team Development, Data Analyst, Revenue Growth

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SKILLS

- **Technical Expertise:** SQL Query Language, Power BI, Confluence, Jira, Data Auditing, Office 365 Suite.
- **Database Management:** Oracle, MySQL, SQL Server, Performance Tuning, Data Extraction & Analysis.
- **Data Analytics & Visualization:** Dashboard Creation, ETL Processes, Data Cleaning, Trend Identification.
- **Software & System Integration:** API Management, Cloud Platforms, ERP Systems, CRM Integration.

WORK EXPERIENCE

Technical Account Manager

June 2021 – November 2023

Sinch

India

- Engineered API integrations across 12 CRM platforms, ensuring 99.98% uptime while reducing data discrepancies by 97.2%, enabling automated synchronization of 500K+ customer records and increasing workflow efficiency.
- Administered UAT environments for software rollouts, decreasing manual validation time by 63.1% while identifying 95.4% of defects pre-release, ensuring 100% compliance with functional and regression testing standards.
- Architected automated billing reconciliation pipelines, reducing processing time by 69.2% while preventing 4,500+ invoicing anomalies annually, achieving multi-source transaction validation across financial systems.

Assistant Manager

November 2015 – May 2021

Tata Tele Business Services

India

- Deployed predictive analytics models on 10M+ customer interactions, increasing churn forecasting accuracy by 44.8% while improving retention strategies, leading to a 32.6% increase in long-term customer engagement rates.
- Integrated SQL-driven automation within CRM reporting pipelines, reducing query execution time by 57.3% while decreasing resource consumption by 21.4% across different multi-source customer analytics dashboards.
- Formulated multi-source ETL pipelines using Oracle DB, consolidating 3M+ records monthly while ensuring 99.95% SLA in enterprise-level reporting, reducing data inconsistencies by 92.7% and enabling KPI monitoring.

Assistant Manager

August 2015 – October 2015

Cashify

India

- Developed SQL-based transaction validation workflows, identifying 14.9% of anomalies in real-time while preventing 7.3% of high-risk fraudulent activities, achieving 100% reconciliation accuracy in customer data processing.
- Optimized Power BI visualization models, decreasing dashboard load times by 63.8% while enhancing data granularity across sales, inventory, and logistics KPIs, improving strategic decision-making capabilities by 41.2%.
- Refactored ETL scripts to streamline data consolidation across multi-source platforms, accelerating processing speeds by 49.7% while ensuring 99.99% data integrity in different high-volume customer interaction databases.

Assistant Manager

October 2013 – July 2015

Techzone

India

- Configured relational databases for billing automation, reducing reconciliation errors by 76.2% while accelerating monthly verification cycles by 51.6%, guaranteeing full adherence to finance and audit department standards.
- Designed SQL high-availability data clusters for call log storage, improving retrieval speeds by 68.3% while enabling 24/7 operational uptime for 10M+ records daily, supporting real-time insights for customer engagements.
- Aligned API CRM synchronization with Salesforce, resolving 99.4% duplicate records while improving customer data reliability across all business units, enabling real-time analytics for tracking sales & marketing performance.

Associate – Business Operations

November 2010 – November 2012

One97 Communications Limited

India

- Configured real-time analytics models for campaign tracking, decreasing data processing times by 54.5% while improving KPI reporting accuracy by 28.9%, enabling advanced customer segmentation for targeted marketing.
- Developed SQL-driven automation scripts for content refresh workflows, eliminating 92.3% of manual efforts while ensuring continuous updates across all VAS campaign distribution channels, achieving 100% system availability.
- Reconstructed relational database schemas to optimize customer interaction log storage, reducing query execution times by 64.7% while enabling high-frequency behavioral analytics, supporting data-driven personalization.

SQL Server Database Administrator

August 2009 – February 2010

Team Computers

India

- Optimized indexing strategies across SQL databases, reducing query latency by 42.9% while increasing overall performance, ensuring rapid data retrieval across 150+ active businesses with high transactional throughput.
- Strengthened backup and disaster recovery protocols, reducing data restoration downtime by 88.5% while ensuring enterprise data protection standards, preventing loss incidents, and securing operational resilience.
- Deployed security access control frameworks, preventing unauthorized access breaches by 99.7% while ensuring role-based authentication, enabling multi-layered encryption for regulatory and internal audit requirements.

EDUCATION

Bachelor of Commerce

Kumaun University, India