

Aman Jain

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PROFESSIONAL SUMMARY

Possess a robust background spanning in business development, procurement, and operational management, showcasing adaptability and a results-oriented approach across various industrial sectors, targeting to leverage analytical skills and data-driven insights in roles such as Business Analyst, Sales Consultant or Procurement Specialist in leading organizations.

EDUCATION

Bachelor of Commerce (Commerce) University of Calcutta	2017 - 2020 Grade: 5.939/10.0
Intermediate (Class XII) ISC	2015 - 2017 Grade: 52.0%
Matriculation (Class X) ICSE	2013 - 2015 Grade: 60.0%

EXPERIENCE

Business Development Manager March 2021 - January 2025
Plastochem India Pvt Ltd *Kolkata*

- Drove 20% growth in sales and efficiency by leading market expansion and process improvement initiatives.
- Boosted brand visibility by 30% and client retention by 15% through targeted engagement campaigns.
- Delivered projects 10% ahead of schedule and 5% under budget by streamlining operational workflow.
- Improved procurement efficiency by 25% through digital sourcing across GeM, SAP Ariba and Mjunction.
- Analyzed sales and procurement trends to identify cost-saving opportunities and improve vendor performance using Excel dashboards and pivot reporting.
- Created monthly performance reports and operational summaries to support leadership in decision-making and business planning.

Quality Analyst September 2019 - February 2021
Tech Mahindra Ltd (For Flipkart) *Kolkata*

- Conducted root-cause analysis and process audits, resulting in a 10% improvement in service quality.
- Delivered performance and compliance reports to leadership, supporting data-driven process enhancements.
- Collaborated with cross-functional teams to strengthen quality

Customer Service Executive June 2018 - August 2019
Concentrix Daksh India Pvt Ltd *Kolkata*

- Resolved customer queries with a 90%+ satisfaction rating, contributing to high client retention.
- Delivered prompt and accurate support in high-pressure environments, ensuring service quality and responsiveness.

PROJECTS

SQL Project: RCB - IPL Strategy ([Github](#)) August 2025

- Analyzed IPL data (2008-2020) using SQL & Excel to assess players, teams, and venue trends.
- Identified **top performers**, toss/venue impact, and RCB's performance inconsistencies.
- Applied SQL joins, aggregations & Excel dashboards for trend analysis.
- Suggested strategies like stronger **death-over bowling** and **top-order stability**.

IT Ticket Analysis - Spreadsheet Project ([Github](#)) July 2025

- Designed an Excel dashboard to track IT ticket KPIs (volume, resolution, satisfaction, performance).
- Found **122% ticket growth**, flagged **13 underperforming agents**, and delays in hardware/system tickets.
- Applied Pivot Tables, XLOOKUP, correlation & trend analysis for insights.
- Recommended **agent training** and **system upgrade** to improve efficiency.

SKILLS

Data Tools: Power BI, Power BI

Software Packages: Excel, MySQL, Excel

Soft Skills: Presentation Skills, Leadership, Team Building, Decision-making, Teamwork, Critical Thinking

Others: Microsoft Office, Analytics

EXTRA-CURRICULAR ACTIVITIES

- Co-curricular - clubs, gym, arts and culture, or volunteer work.
- Position of Responsibility - project manager