

SHUBHAM KUMAR SINGH

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Professional Summary

Dynamic and results-oriented professional with a proven track record in leveraging data insights to enhance learning experiences, drive revenue growth, and optimize operational processes. Excel in data-driven mentorship, personalized learning, and strategic planning, achieving high student retention and operational efficiency. Proficient in Power BI, process optimization, and team training, with strong analytical skills and a commitment to continuous upskilling. Skilled at extracting actionable insights from complex datasets to inform strategic decision-making. Recognized for exceptional customer service, effective communication, and collaborative leadership. Previously improved equipment reliability and plant efficiency through preventive maintenance, technical support, and energy-efficient solutions. Dedicated to leveraging data-driven approaches to achieve organizational objectives and enhance customer experiences.

Education

- **Indian Institute of Management (IIM-A), Ahmedabad**
Pursuing MBA (Batch 2024-2026)
- **Sikkim Manipal Institute of Technology**
Bachelor of Technology (B. Tech) in Mechanical Engineering
- **Delhi Public School, Ranchi**

Work Experience

BYJU'S Think and Learn Pvt. Ltd. - April 2022- Present

Designation-Associate Student Experience

Key Responsibilities:

1. Personalized Learning with Data-Driven Mentorship:

- Mentored UPSC aspirants, exceeding 90% feedback scores.
- Analyzed performance data in Power BI to identify gaps and create personalized learning paths.
- Developed targeted study plans, increasing completion rates by 15%.
- Created data-driven features like personalized dashboards and adaptive algorithms.

2. Data-Driven Retention & Team Optimization:

- Analyzed feedback data, improving retention rate to over 50%.
- Tailored training programs using performance data, reducing new hire training time by 10%.

3. Strategic Planning & Revenue Growth:

- Organized workshops, increasing attendance by 20%.
- Led campaigns generating \$2.4 million monthly revenue and improving click-through rates by 10%.
- Increased sales by 10% through tailored support for high-performing students.

4. Operational Efficiency & Customer Satisfaction:

- Reduced escalation resolution time by 20% through trend analysis and process improvements.
- Enhanced customer service metrics (CSAT, response time) using Power BI visualizations.

5. Revenue Generation Beyond Core Products:

- Developed Sociology as an outgrowth product, generating \$64,000 annually.

6. Managing Critical Situations with Data-Backed Decisions:

- Led strategic planning, process optimization, and automation, reducing processing time by 15%.
- Managed critical escalations, ensuring efficient resolution.

Achievements:

- Personalized Learning: Increased module completion rates by 15%.
- Retention & Training: Achieved over 50% retention rate and reduced training time by 10%.
- Revenue Growth: Generated \$2.4 million monthly revenue and increased attendance by 20%.
- Operational Efficiency: Reduced escalation resolution time by 20%.
- Product Development: Generated \$64,000 from new product offerings.

M/S JMD Constructions – October 2016 - March 2021

Designation- Senior Mechanical Engineer (Maintenance)

Key Responsibilities:

1. Conducted inspections and maintenance of bitumen plant equipment (crushers, mixers, heaters) to prevent breakdowns and ensure efficient production.
2. Collaborated with production teams to resolve equipment issues, minimizing downtime and maximizing output.
3. Developed and implemented preventive maintenance schedules, significantly reducing equipment failures.
4. Managed repairs, replacements, and upgrades, ensuring compliance with safety standards and manufacturer guidelines.
5. Provided technical support and guidance to maintenance technicians, enhancing team skills.
6. Coordinated with contractors for specialized maintenance services, ensuring quality and cost-effectiveness.
7. Implemented energy-efficient solutions and optimized plant utilities, leading to cost savings and environmental benefits.
8. Ensured seamless integration of bitumen production with construction projects, meeting deadlines and quality standards.
9. Conducted root cause analysis to reduce equipment failures and improve reliability.
10. Maintained accurate records of maintenance activities and spare parts inventory.

Achievements:

- Increased equipment reliability and reduced downtime through effective maintenance strategies.
- Enhanced plant efficiency by implementing energy-efficient solutions and optimizing utilities.
- Improved team knowledge and skills through targeted technical support and training.
- Ensured cost-effective maintenance and supported business growth through effective project collaboration.

CERTIFICATIONS

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|---|---|
| • Microsoft Power BI Data Analyst | • Google Data Analytics |
| • ChatGPT Advanced Data Analysis - Vanderbilt University | • AWS Certified Cloud Practitioner |
| • Oracle Cloud Infrastructure 2024 Generative AI Certified Professional | • Prompt Engineering for ChatGPT - Vanderbilt University |
| • Trustworthy Generative AI – Vanderbilt University | • GPT Vision – Vanderbilt University |
| • Google Cyber Security | • The Total Data Quality Framework - University of Michigan |

SKILLS

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|---------------------|---------------------------|--|
| • Power BI/ Tableau | • Advance Microsoft Excel | • SQL |
| • R Programming | • Python | • AWS Cloud Practitioner |
| • Generative AI | • Prompt Engineering | • Security Information and Event management (SIEM) tools, Intrusion Detection Systems (IDS) |