

# PRATAP JINDAL

Management Analyst | Business Operations | MIS & Reporting | Process Improvement

Mohali, India | +91 70090 19719 | pratapjindal812@gmail.com | linkedin.com/in/pratap-jindal

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## PROFESSIONAL SUMMARY

Management Analyst with 3+ years of experience improving business operations through process redesign, management reporting, inventory optimisation, and internal business systems. Directed the design and rollout of a multi-module analytics platform supporting an 80+ member organisation, cutting manual reporting effort by approximately 70%, improving inventory turnover by 20%, and maintaining approximately 98% stock accuracy. Comfortable working hands-on with Google Sheets/Apps Script, Looker Studio, and AI-assisted tools to turn operational problems into working systems. MBA graduate and UGC NET qualified.

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## CORE COMPETENCIES

Business Analysis | Operations Management | Process Improvement | MIS & Management Reporting | Inventory & Supply Chain | Workflow Automation | Internal Tools & Dashboards (AI-Assisted) | Stakeholder Management | SOP Development | Root-Cause Analysis | Training & Adoption

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## PROFESSIONAL EXPERIENCE

### Management Analyst – Business Analytics & Operations

Group Biopolis (Biopolis + Ultrapolis) | Panchkula, India | Sep 2023 – Present

- **Analytics platform:** co-led design and rollout of a multi-module internal analytics platform covering Sales, CRM, Inventory, Finance, Attendance, and Employee Performance, now the primary decision-support layer for an 80+ member organisation.
- **Dashboards:** built 13 Looker Studio dashboards for sales operations, lead verification, inventory, purchasing, and vendor performance.
- **Automation:** reduced manual reporting effort by approximately 70% through workflow automation covering data refresh, email-to-data ingestion, timestamps, and operational logging.
- **Inventory:** led rationalisation across 500+ SKUs, reducing active lines to approximately 400, lowering concurrent shortage complaints from 17 to 2, and improving inventory turnover by 20%; maintained approximately 98% stock accuracy across two companies through structured monitoring and reconciliation.
- **Call & performance QA:** directed an AI-assisted workflow that converts call recordings into structured coaching feedback (tone, intent, gaps, action points), moving quality review from spot-checks to consistent coverage across telecalling teams.
- **Operational control systems:** specified and directed a set of Apps Script/Sheets-based tools now in day-to-day use — including a lead de-duplication pipeline, a vendor payables tracker, and a complaint escalation tracker — that reduced duplicate CRM records and shortened complaint follow-up cycles.
- **Adoption:** trained 30+ non-technical employees and authored SOPs, training guides, and system documentation to support organisation-wide adoption.

### Divisional Manager

Bharat Financial Inclusion Limited | Ludhiana, India | Sep 2022 – Feb 2023

- Managed a 72-member field division serving 7,500+ clients across 10 operational regions.
- Reviewed field productivity, target achievement, customer servicing, and divisional performance to identify operational bottlenecks.
- Implemented revised employee engagement practices; approximately 40% of the monthly operational target was achieved during the initial cycle.
- Prepared performance reports and operational insights for senior management.

### Customer Delight Intern

Zolostays Property Solutions Limited | India | Feb 2021 – May 2021

- Managed 2,000+ support cases with 99.95% processing accuracy and 95% SLA compliance.
- Reduced refund-delay tickets by approximately 60% through process documentation and workflow improvements.

## SELECTED BUSINESS SYSTEMS & PROJECTS

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### Internal Analytics & Decision-Support Platform

- Directed build-out of a multi-module operational platform integrating reporting across sales, CRM, inventory, finance, attendance, and employee performance, using Google Apps Script, Sheets, and Looker Studio, with AI-assisted development for custom logic.

### Inventory & Purchasing Visibility Suite

- Analysed 500+ SKUs to support rationalisation to approximately 400 active lines while improving turnover and cutting shortage complaints; built a companion reorder/purchase-pattern view to flag SKUs approaching safety thresholds.

### Dashboard Refresh Utility

- Built a lightweight Chrome extension to work around Looker Studio's refresh latency, giving the team faster access to current operational numbers.

### Sales Management & Call-Tracking Platform (in progress)

- Currently directing development of an Android app (call log/recording sync to Firebase) paired with a web admin dashboard for the sales team, including role-based access and duplicate-lead detection — built with heavy use of AI coding tools, under my functional specification and testing.

## TECHNICAL CAPABILITIES

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**Analytics & Reporting:** Advanced Google Sheets, Microsoft Excel, Looker Studio

**Automation & Systems:** Google Apps Script, Google Forms, Workflow Automation, Chrome Extension Development, AI-assisted app development (functional specification, testing, iteration — not independent software engineering)

**Business Applications:** OMEGA CRM, MARG ERP

**Methods:** Process Mapping, Root-Cause Analysis, Financial Modelling, Inventory Analysis, Management Reporting

## EDUCATION

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**Master of Business Administration (MBA)** | Mittal School of Business & NSE Academy, Lovely Professional University | 2021–2023 | CGPA: 8.83/10

**Bachelor of Business Administration (BBA)** | Mittal School of Business, Lovely Professional University | 2018–2021 | CGPA: 8.36/10

## QUALIFICATIONS & PROFESSIONAL DEVELOPMENT

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UGC NET – Assistant Professor Qualified

**Finance & Markets:** NCFM Financial Modelling | Investment Analysis & Portfolio Management | Mutual Funds (Advanced) | Equity Derivatives | Options Trading Strategies | Technical & Fundamental Analysis

**Analytics & Management:** Data Visualization & Communication with Tableau – Duke University | Understanding Financial Markets – University of Geneva | Introduction to Financial Markets – Indian School of Business | Leadership & Management | Human Resources Professional Development

## ADDITIONAL INFORMATION

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**Languages:** English, Hindi, Punjabi