

# PRATAP JINDAL

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## PROFILE

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Management Analyst and MIS specialist with 3+ years on the senior management team at a multi-company distribution group, owning end-to-end business operations, data systems, and process improvement across an 80-member cross-functional team. Built an 18+ module internal analytics platform from scratch, covering sales, inventory, CRM, HR, and financial tracking — used daily in live operations. Reduced manual reporting effort by 80% through Google Apps Script automation. Experienced in full-cycle system ownership: process design, dashboard development, SOP documentation, training delivery, and adoption. Strong proficiency in Google Sheets, Data Studio, Excel, and AI-assisted workflows.

## PROFESSIONAL EXPERIENCE

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**Management Analyst (Senior Management Team)** | Group Biopolis (Biopolis + Ultrapolis) | Panchkula, India | Sep 2023 - Present

### MIS Platform and Dashboard Systems

- Designed and built a full internal analytics platform with 18+ live modules covering Sales Day-on-Day, Party Health, Party Status, MR Performance, FMS Pipeline, Customer 360, VPS, Outstanding ageing, Cross-Sell, Product Coverage, Item Health, Party x Product, Stock Info, SCOT, RUNO, Attendance, and more; platform is used daily across an 80-member team
- Built 13 Looker Studio dashboards from scratch across 4 operational functions: 7 for daily sales team use, 4 for new sales analytics, 1 for lead verification, and 1 for purchase and vendor performance
- Created a custom Chrome extension to force Looker Studio dashboard data refreshes on demand, bypassing Google's default 15-minute cache delay; solved a critical real-time data constraint affecting daily decisions

### Automation and Process Systems

- Deployed Google Apps Script automation covering data refresh, Gmail-to-Sheets ingestion, timestamp tracking, and workflow logging; reduced manual reporting effort by 80% across the team
- Designed and maintained structured MIS reports converting raw business data into organised, decision-ready formats for management use; primary reporting layer for senior leadership

### Inventory and Operations

- Led inventory rationalisation across 500+ SKUs, reducing active SKUs to approximately 400 and cutting average concurrent shortage complaints from 17 products to 2, driving a 20% sales increase on rationalised lines
- Built a structured shortage-reporting system giving sales staff a formal channel to flag urgent stock gaps, enabling direct escalation to manufacturers and preventing customer brand-switching
- Maintained approximately 98% stock accuracy while managing inventory visibility across both companies

### Training, Documentation and Adoption

- Conducted digital-literacy and systems training for 30+ non-technical staff, achieving 100% tool adoption and reducing manual data entry errors to near zero
- Created and maintained SOPs, training guides, and a centralized systems directory for all operational tools; established a weekly structured training cadence replacing ad hoc feedback

**Divisional Manager** | Bharat Financial Inclusion Ltd | Ludhiana, India | Sep 2022 - Feb 2023

- Directed a 72-member division managing 7,500+ clients across 10 regions; consistently achieved INR 75 Cr monthly sales target within 2 days of each cycle
- Diagnosed low field throughput using Maslow's Hierarchy of Needs; restructured team engagement model achieving 40% of monthly target in a single weekend
- Replaced punitive incentives with a Challenge and Reward model, lifting lead conversion by 25% within one quarter; prepared weekly performance reports for senior stakeholders

**Customer Delight Intern** | Zolostays Property Solutions Ltd | | Feb 2021 - May 2021

- Handled 2,000+ support tickets with 99.95% accuracy and 95% SLA compliance; streamlined refund workflows through structured process documentation, reducing delay tickets by 60%

## TECHNICAL SKILLS

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- MIS and Reporting: Advanced Google Sheets (QUERY, ARRAYFORMULA, IMPORTRANGE), Looker Studio (18+ module live platform), Excel (Pivot, VLOOKUP, Financial Modelling)
- Automation and Scripting: Google Apps Script (AI-integrated), Chrome Extension development, Google Forms workflow automation
- AI Tools (Hands-on): ChatGPT, Claude, Gemini, Grok, DeepSeek, NotebookLM, Perplexity
- Business Systems: OMEGA CRM, MARG ERP; foundational MySQL

- Core Strengths: Process design, root-cause analysis, system thinking, team training and development, operational documentation, SOP creation

## **EDUCATION**

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**MBA** | Mittal School of Business and NSE Academy | 2021-2023 | CGPA: 8.83

**BBA** | Mittal School of Business, Lovely Professional University | 2018-2021 | CGPA: 8.36

## **CERTIFICATIONS**

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Prompt Engineering | NCFM: Financial Modelling | NCFM: Investment Analysis and Portfolio Management | NCFM: Mutual Funds (Advanced) | NCFM: Options Trading Strategies | NCFM: Equity Derivatives | NCFM: Technical and Fundamental Analysis