

Aarin Paul

West Bengal, India

LinkedIn: [Aarin Paul](#)

GitHub: github.com/AarinPaul

Email: paulaarin022@gmail.com

Mobile: +91-9064666091

Portfolio: aarinpaul.com

SUMMARY

Performance focused Operations and Team Lead professional with experience in managing end-to-end workflows, improving service delivery, and coordinating teams in fast-paced environments. Proven ability to streamline processes, handle customer operations, and drive continuous improvement through performance monitoring and execution discipline. Strong communicator with leadership experience in digital projects and service-driven platforms.

EDUCATION

- Quantum University** Uttarakhand, India
Bachelor of Computer Application (Hons.); GPA: 8.29 Aug 2023 - June 2026
- B.D. Jain Modern School (H.S.)** West Bengal, India
Senior Secondary (Science Stream) June 2021 - May 2023

SKILLS

- Languages:** Python, HTML, CSS, JavaScript
- Frameworks:** React.js, Node.js, Express.js
- Databases:** MySQL, MongoDB
- Tools & Platforms:** WordPress, Odoo CRM, MS Excel, MS Word, Tableau
- Soft Skills:** Operational Leadership, Team Collaboration, Business Communication, Workplace Flexibility, Analytical Thinking, Data Analysis

EXPERIENCE

- Chief of Operations & Tech Head - Beauty Bloundoir** May 2025 - Present
(Part-time, Hybrid)
 - Operations Leadership & Team Management:** Directed day-to-day operations for a growing brand, coordinating cross-functional activities and supervising multi-role team members to meet business goals and delivery timelines.
 - Process Optimization:** Standardized workflows and operational procedures, reducing turnaround time by over **30%** and improving task tracking and accountability across teams.
 - Customer Experience Management:** Oversaw customer interactions and issue resolution, achieving over **80%** positive customer feedback and ensuring timely responses across communication channels.
 - Performance Monitoring & Reporting:** Developed internal tracking systems to monitor service delivery, response time, and team output, enabling data-driven decisions and continuous improvement.
 - Deployment & Technical Oversight:** Managed website operations and system maintenance to ensure **90%** platform uptime, minimizing customer disruption and supporting business continuity.

PROJECTS

- EzyEats – Food Delivery Website:** [Website Link](#)
 - Project Coordination & Execution:** Planned and executed the end-to-end development and launch of an online food ordering platform focused on affordability and accessibility for students.
 - Workflow Management:** Designed order-handling workflows and service processes, reducing order execution time by over **40%** through system optimization and task structuring.
 - Customer Experience Optimization:** Built a user-friendly interface and ordering flow that improved usability, contributing to over **80%** positive user feedback during testing and pilot usage.
 - Issue Handling:** Oversaw user feedback, issue reporting, and feature updates to ensure smooth operations and continuous improvement of the platform.
- Shope2Door – Hyperlocal Delivery Platform:** [Website Link](#)
 - Project Coordination & Execution:** Guided the launch of a hyperlocal delivery platform serving multiple vendors and customers through a centralized online ordering system.
 - Order Workflow Optimization:** Improved checkout and order-processing workflows, reducing handling time by **25%**.
 - Customer Experience Optimization:** Enhanced usability and site navigation, resulting in over **75%** positive customer feedback during testing and live usage.
 - Operational Reliability:** Maintained consistent uptime through systematic monitoring and problem resolution.

CERTIFICATIONS & ACHIEVEMENTS

- Deloitte Australia Data Analytics Job Simulation on Forage** Dec 2025
Completed a Deloitte job simulation involving data analysis and forensic technology.
- Winner, CodeFest-3 Hackathon** Dec 2024
Led the development team and constructed a student-focused online food ordering platform.
- Advanced Course in Cloud Computing and DevOps by IIT-R** Jan 2024 - Oct 2024
Completed hands-on training in cloud computing and DevOps practices with practical exposure.