

# Aarin Paul

West Bengal, India

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

## 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.*