

RITESH KUMAR SINGH

Operations Analyst | Technical Support Specialist | SQL & Excel Expert

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SUMMARY

I am a motivated B.Tech graduate with strong expertise in Data Analysis (SQL, Excel) and Technical Support. With proven experience in managing stakeholders and handling project escalations, I generate performance reports using Power BI. I am adept at problem-solving and ensuring seamless communication flow between internal teams. Passionate about Aviation and Travel tech, I seek to leverage my coordination skills and technical background as an Operations Analyst.

SKILLS



EXPERIENCE

Junior Team Lead (Technical Support & Operations)

Requin Solutions PVT LTD

⌚ 06/2024 - Present 📍 Gurgaon, India

A technical support and operations company

- Served as the primary point of contact for a team of 4, managing internal escalations and ensuring critical technical issues were resolved within agreed timelines (TAT)
- Liaised between design, product, and development teams to ensure seamless communication, mirroring the cross-functional coordination required for partner/bank interactions
- Identified and proactively troubleshooted system bottlenecks, successfully reducing error rates by 35%
- Conducted code reviews and maintained detailed documentation of standard operating procedures (SOPs) to ensure quality compliance

Data Analyst & Support Associate

Requin Solutions PVT LTD

⌚ 01/2024 - 06/2024 📍 Gurgaon, India

A technical support and operations company

- Utilized MS Excel and Power BI to create daily and weekly reports on recruitment metrics and user behavior, directly reducing manual reporting workload by 40%
- Managed end-to-end communication with potential hires, ensuring a smooth onboarding experience and addressing queries promptly
- Analyzed user data to identify trends and optimize business strategies, resulting in a 25% improvement in engagement metrics
- Maintained accurate records of candidate profiles and interaction logs, ensuring data integrity for management review

EDUCATION

B.Tech in Information Technology

Poornima College of Engineering

⌚ 08/2021 - 05/2025 📍 Jaipur

Higher Secondary (12th)

GR Global Academy

📍 Jaipur

KEY ACHIEVEMENTS



E-Commerce Transaction Platform

Successfully managed a database handling over 5,00,000 transactions, optimizing SQL queries to ensure fast data retrieval and maintaining 99.9% system uptime during peak traffic



Attendance Management System

Built an automated tracking system with 98% data accuracy, implementing validation logic to eliminate manual data entry errors and streamline the reporting process

LANGUAGES

English
Native



Hindi
Native



TRAINING / COURSES

Advanced Excel & Data Analytics

Self-paced mastery of Macros, Dashboards, and Financial functions for operational reporting

SQL for Data Science

Focused on querying databases, data extraction, and manipulation