

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

SQL	Microsoft Power BI	IAM	Microsoft Excel	Vlookup	CRM	CCNA	Macros	Python	Data Structures
ECommerce	Chess	IVR							

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