

Rishabh Singh

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Professional Summary:

Passionate and Optimistic individual with experience in EdTech - Strategy Making, Business Operation and Operation Analysis. Exemplary at understanding the business problem and delivering the most optimised solution.

Skills:

- Good knowledge of SQL
- Good knowledge of Tableau
- Process Optimization and improvement
- Documentation and SOP Creation
- Strategy Planning and Business Analytics
- Basic Python
- MS Word/ MS Excel/ MS PowerPoint
- G-Suit

Professional Experience:

Associate – Content Delivery - upGrad

- July '20 to Present

- Managing operations for the IIMK Program, LIBA BA Program and IIITB - Data Science Program (the largest program of upGrad) at a fast pace ed-tech start-up.
- Managing initial delivery operation of multiple batches launches each month.
- Analysing the Quarterly cost prediction & consumption to optimise the program budgets.
- Successfully delivered a cost optimisation of over 20% for 2 successful quarter.
- Managing and leading the end-to-end Live Sessions management for various programs with over 600+ sessions every quarter.
- Maintained a TAT and SLA up to 100% each quarter and helped other verticals in optimizing their SLA's as well. Lead and resolved various escalation with multiple stakeholders.
- Responsible for Training and improvement planning for new Associates. Also, responsible for the moderation of the live content available on the upGrad Platform.
- Currently managing over 80+ Subject matter Experts for various programs. Also, responsible for taking interviews for the onboarding of the new experts.
- Coordinating with cross discipline team members to make sure that all stakeholders are on track with project requirements, deadlines, and schedules.

Program Coordinator - CodeChef

- Sept '19 to July '20

- Handled Business Operation for the CodeChef Certification Exam which takes place all over India every two months.
- Responsible for smooth operation and smooth closure of the programme starting from IOS installation to successful completion.
- Managed the financial and payment aspects of the post Examination. Responsible for providing SQL queries in case of any required data needed regarding the Programme.
- Coordinated with cross discipline teams within CodeChef for conducting Global Event such as ACM-ICPC, INOI, ZCO, etc
- Managing onsite responsibility for the global event such as ACM-ICPC, INOI, ZCO, etc

Intern - HDFC Ergo

- Dec '18 to Jan '19

- Worked under Innovation Department and designed prototype devices and successfully analysed business plan for few products.
- Also came up with new insurance ideas that can be implemented by the company in future.

Intern - Indian Railways

- Dec '17

- Worked at Signals and Telecommunication department and learned the networking and optical communication technology of Indian Railways.

Education:

Level	Institute	Score	Year
Bachelor of Engineering – Electronics and Telecommunication	Thadomal Shahani Engineering College (Mumbai University)	8.03/10	2019
12 th Std - Intermediate	Nirmala Memorial Foundation College	79.96%	2015
10 th Std – High School	Sardar Vallabhbhai Patel Vidyalaya	88.18%	2013

Volunteer Experience:

Education Support – Make a Difference

- June '18 to June 19

- As an Education Support member, provided educational support for the 10th Grade underprivileged kids and moral support to children under this organization.

Certifications:

- Business Analytics Program - Learnt and understood various Business Problems and Formulating Hypotheses.
Credential Link: [Here](#)
- Microsoft Excel Masterclass for Business Managers by Udemy - Learnt various useful tool in Excel which is help in analysis and a better decision making.
Credential Link: [Here](#)
- Leadership Lesson by Harvard Fellow- Excelled in the Leadership course designed by Harvard Fellows and explored leadership case studies of Harvard Business School.

Projects:

- Smart Wearable:
Designed a project using Arduino Lilypad for determining a sudden fall by a person and tracking fitness and health activities.
- Gas leakage Detector:
signed and lead this project which is a safety-based application which detects gas leakage in the surrounding using MQ-2 Gas Sensor.
- Home Automation Project:
Designed a project using Arduino UNO to control a buzzer, a fan and a led which was further interfaced with Bluetooth module HC-05 for establishing a wireless connection.

Interests:

- Kickboxing, Cycling, Cryptocurrency trading.
 - Food Blogger at Food Craving Muggles
 - Actively indulge in sports such as Cricket and Football.
 - Active participation in Marathons.
 - Anime
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