

# JAIVISHAL RAMESH MANDAL

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## EDUCATION

Illinois Institute of Technology, Chicago, IL Aug 2024 - May 2026  
**MAS in Industrial Technology and Operations, Concentration in Supply Chain Management** GPA – 3.88

University of Mumbai, Mumbai, India Jul 2013 - May 2017  
**Bachelor in Automobile Engineering**

## WORK EXPERIENCE

**Procurement Intern** May 2025 - Present  
Chicago Transit Authority, Chicago, IL, USA

- Built IT contract dashboard from scratch consolidating 50+ contracts; tracked expirations, renewals, and vendor details—boosting procurement visibility and compliance by 30%.
- Supported procurement activities for 10+ enterprise and infrastructure contracts, enabling faster purchasing cycles and process improvements.
- Managed competitive procurement end-to-end: authored RFQs, compiled IFB specifications, evaluated vendor bids, and coordinated formal bidding—ensuring optimal supplier selection.
- Conducted market research on 15+ vendors to strengthen negotiation positions and secure competitive pricing.
- Developed pricing models that improved negotiation leverage, achieving favorable procurement terms and cost savings.
- Partnered cross-functionally using advanced Excel analytics for procurement reporting, forecasting, and strategic decision-making.

**Supply Chain Transition Analyst** Sept 2019 - Jul 2024  
Accenture India Pvt. Ltd., Navi Mumbai, India

- Served as Aftermarket Service Advisor Analyst with large Operation team, supporting OEM Clients in the United States.
- Executed warranty claim verification and detailed analysis utilizing the provided resources.
- Applied automotive expertise to develop and submit several projects and ideas, resulting in savings of \$500K and process improvements.
- Delivered efficient quality claim resolution and implemented effective production management strategies to drive operational improvements and exceed quality benchmarks.
- Acted as a Team Trainer, offering valuable guidance to 8 colleagues, expediting production by 1 month while conducting claim audits.

**Warranty Administrative** Nov 2017 - Aug 2019  
Soniya Motors Pvt. Ltd., Mumbai, India

- Actively collaborated with 30 customers weekly to resolve claims, created comprehensive documentation, and submitted claims to the manufacturer while persistently pursuing resolutions.
- Acted as backup service manager for team of 40 in the absence of the primary, managing customer interactions and overseeing vehicle deliveries.

## SKILLS

- **Software:** Microsoft Excel, Powerpoint, Power BI, Citrix, SAP, VMware, Python, Minitab
- **Certifications:** Lean Six Sigma Green Belt
- **Soft Skills:** Communication, Team Leadership, Mentorship, Troubleshooting, Task Coordination, Strategic thinking

## ACADEMIC PROJECTS

**Resilient Supply Navigators: Post-COVID Supply Chain Strategy** Mar 2025 – May 2025

- Analyzed supply chain risks (logistics, shortages, JIT flaws); researched diversification, IoT/blockchain solutions in team project.
- Developed global supply chain resilience strategy leveraging reshoring and AI-driven visibility; roadmap projected 50% faster disruption recovery time.

**Operations Optimization Project – BIG Widget Manufacturing Company** Sep 2024 – Nov 2024

- Collaborated with team of 7 on operations project using Lean Six Sigma; optimized manufacturing via 6 KPIs—reduced defects/waste, boosted capacity, cut costs, enhanced safety.
- Designed data-driven solutions within \$1.5M budget, ensuring compliance with Annual Operating Plan through detailed calculations and safety implementations.

## EXTRACURRICULARS

**Volunteer & Fundraiser**, Arogya World (Global Non-Profit), USA Oct 2024 – Present  
**Creative Media Marketing Lead**, Project Management Excellence Club, IL Nov 2024 – Present