

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 Chicago Transit Authority, Chicago, IL, USA	May 2025 - Present
<ul style="list-style-type: none">Built IT contract dashboard from scratch in Excel, consolidating 50+ enterprise/infrastructure contracts; tracked expirations, renewals, and vendor performance, enhancing visibility, compliance, and decision-making by 30%.Supported end-to-end procurement for 10+ contracts, streamlining RFQ/IFB cycles, bid evaluations, change orders and supplier selections per competitive bidding processes.Led strategic sourcing initiatives for enterprise needs, conducting market research on 15+ vendors to identify alternatives, strengthen negotiations, and secure 10-15% cost savings on renewals.Created independent cost estimates (ICE) to benchmark vendor quotes, validate pricing fairness, and drive additional savings opportunities.Managed competitive bidding lifecycle and contract administration, authored RFQs, compiled IFB specifications, evaluated responsive bids, and recommended awards while ensuring lowest cost and commitment to quality.Developed advanced Excel pricing models and analytics for forecasting, reporting, and cross-functional briefings—driving strategic procurement decisions.	
Supply Chain Transition Analyst Accenture India Pvt. Ltd., Navi Mumbai, India	Sept 2019 - Jul 2024
<ul style="list-style-type: none">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 Soniya Motors Pvt. Ltd., Mumbai, India	Nov 2017 - Aug 2019
<ul style="list-style-type: none">Actively collaborated with 30 customers weekly to resolve claims, created comprehensive documentation, and submitted claims to the manufacturer while persistently pursuing resolutions.Applied technical knowledge to analyze vehicle issues and make relevant decisions.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, SQL, VMware, Python, Minitab
- Certifications:** Lean Six Sigma Green Belt
- Soft Skills:** Communication, Team Leadership, Mentorship, Troubleshooting, Task Coordination, Strategic thinking

ACADEMIC PROJECTS

Quality Analysis of Royal Enfield BS3 Himalayan Using Six Sigma DMAIC	Oct 2025 – Dec 2025
<ul style="list-style-type: none">Led Six Sigma DMAIC project on Royal Enfield Himalayan, cutting defects from 25–30% to <5%Used root cause analysis (Fishbone, 5 Whys) to address supplier, process, and design issues.Improved customer satisfaction from ~60% to ~90% through quality and process enhancements.	
Operations Optimization Project – BIG Widget Manufacturing Company	Sep 2024 – Nov 2024
<ul style="list-style-type: none">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	