

JAIVISHAL RAMESH MANDAL

Chicago - IL | (312) 934-7391 | jaivishalmandal@gmail.com | [LinkedIn – Jaivishal Mandal](#)

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 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 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.
- 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

- 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

- 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