

# JAIVISHAL RAMESH MANDAL

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## EDUCATION

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

University of Mumbai, Mumbai, India	Jul 2013 - May 2017
<b>Bachelor in Automobile Engineering</b>	

## WORK EXPERIENCE

<b>Procurement Intern</b> Chicago Transit Authority, Chicago, IL, USA	May 2025 - Present
<ul style="list-style-type: none"><li>Built IT contract dashboard from scratch consolidating 50+ contracts; tracked expirations, renewals, and vendor details—boosting procurement visibility and compliance by 30%.</li><li>Supported procurement activities for 10+ enterprise and infrastructure contracts, enabling faster purchasing cycles and process improvements.</li><li>Managed competitive procurement end-to-end: authored RFQs, compiled IFB specifications, evaluated vendor bids, and coordinated formal bidding—ensuring optimal supplier selection.</li><li>Conducted market research on 15+ vendors to strengthen negotiation positions and secure competitive pricing.</li><li>Developed pricing models that improved negotiation leverage, achieving favorable procurement terms and cost savings.</li><li>Partnered cross-functionally using advanced Excel analytics for procurement reporting, forecasting, and strategic decision-making.</li></ul>	
<b>Supply Chain Transition Analyst</b> Accenture India Pvt. Ltd., Navi Mumbai, India	Sept 2019 - Jul 2024
<ul style="list-style-type: none"><li>Served as Aftermarket Service Advisor Analyst with large Operation team, supporting OEM Clients in the United States.</li><li>Executed warranty claim verification and detailed analysis utilizing the provided resources.</li><li>Applied automotive expertise to develop and submit several projects and ideas, resulting in savings of \$500K and process improvements.</li><li>Delivered efficient quality claim resolution and implemented effective production management strategies to drive operational improvements and exceed quality benchmarks.</li><li>Acted as a Team Trainer, offering valuable guidance to 8 colleagues, expediting production by 1 month while conducting claim audits.</li></ul>	
<b>Warranty Administrative</b> Soniya Motors Pvt. Ltd., Mumbai, India	Nov 2017 - Aug 2019
<ul style="list-style-type: none"><li>Actively collaborated with 30 customers weekly to resolve claims, created comprehensive documentation, and submitted claims to the manufacturer while persistently pursuing resolutions.</li><li>Acted as backup service manager for team of 40 in the absence of the primary, managing customer interactions and overseeing vehicle deliveries.</li></ul>	

## SKILLS

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

## ACADEMIC PROJECTS

<b>Resilient Supply Navigators: Post-COVID Supply Chain Strategy</b>	Mar 2025 – May 2025
<ul style="list-style-type: none"><li>Analyzed supply chain risks (logistics, shortages, JIT flaws); researched diversification, IoT/blockchain solutions in team project.</li><li>Developed global supply chain resilience strategy leveraging reshoring and AI-driven visibility; roadmap projected 50% faster disruption recovery time.</li></ul>	
<b>Operations Optimization Project – BIG Widget Manufacturing Company</b>	Sep 2024 – Nov 2024
<ul style="list-style-type: none"><li>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.</li><li>Designed data-driven solutions within \$1.5M budget, ensuring compliance with Annual Operating Plan through detailed calculations and safety implementations.</li></ul>	

## EXTRACURRICULARS

<b>Volunteer &amp; Fundraiser</b> , Arogya World (Global Non-Profit), USA	Oct 2024 – Present
<b>Creative Media Marketing Lead</b> , Project Management Excellence Club, IL	