

AYUSH AGRAWAL

Kerinci, Kuala Lumpur, Malaysia

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PROFESSIONAL SUMMARY

Highly Data driven, Agile problem solver. 2yrs in early stage tech startups. Specializes in building scalable products and processes using data, technology and management.

SKILLS

- Agile (SCRUM)- JIRA
- Hypothesis testing
- Digital Marketing
- Strategic planning
- Wireframing and PRD preparation
- javascript, django, gas
- Advanced Excel
- python, R and SPSS
- Mixpanel, AdEspresso
- PL/SQL
- Google Spreadsheet automation
- VBA and Macros

WORK HISTORY

Project Manager - Product Development

CatchThatBus (Online Bus Ticket Platform Startup) – Kuala Lumpur, Malaysia

- Leading Shuttle project from concept to delivery, approved by Local Government
- Leading revamp of Inventory management system for Operators
- Forming Retention and Data science team from ground up.
- Handling independently Google Analytics, GTM, Smartlook and Mixpanel.
- Restructured complete customer support to make it highly data driven and customer centric, brought down Turn around time (TAT) for response by 120%.

Dec'16-
Present

Operations-cum-Product Manager (First employee for the startup)

Cityflo ('Uber' for Shuttle Startup) – Mumbai, India

- Hired, setup and managed two teams viz. operations and customer support, each comprising of 6-8 members.
- Led product development of internal support center, CRM and driver android app.
- Mentored a team for developing complete operations and sales analytics dashboard.
- Responsible for setting and maintaining KPIs in operations, supply and customer support.
- Improved procurement by eliminating inefficiencies and organizing campaigns for vendors, leading to decrease in supply cost by 18%
- Developed PRS (Performance rating system) for complete operations using regressive data analytics, resulting in reduction of number of quality issues by 30% within 3 months.
- Designed and developed complete ad hoc CRM for overall operations using google appscript in google Spreadsheet with Integrated Analytics.
- Developed beta versions of multiple process flows for all internal teams prior to full scale development by understanding the root level processes.

Oct'15-
Dec'16

Product Analyst Internship

Truebil (Second Hand Car Marketplace website)-Mumbai, India

- Conceptualized and shipped 'Quick Sell' product feature.
- Spearheaded company launch in Pune city
- Developed complete post sales process over G .spreadsheet using javascript.
- Setup complete supply chain analytics to optimize inventory and workforce.

Jun'15-
Sep'15

EDUCATION

Bachelor of Technology: Engineering (Chemical)

Harcourt Butler Technological Institute, Kanpur, India (Top Engineering college in India)

- 1st Division (Top 10% of Class)
- Coursework includes Engineering Economics and Management & Statistics
- 95% in senior high school CBSE Board (Delhi Public School)
- 90% in high school CBSE Board (Delhi Public School)

2011-2015

ADDITIONAL INFORMATION

- Captain of college Lawn Tennis team.
- Enthusiastic about full stack development.
- Statistical internship in 4front Analytics, Kanpur (IIT Kanpur Incubator Center) .
- 'Foundation in Analytics' course by IIT Kanpur; Awarded 1st position.
- MOOCs: Analytics Edge by MIT, Data Analysis and Statistical Inference.