



Aman Singhal

Operations & Data Analyst | KPI Dashboards | Reporting Expert

+91-9716516584 | sgit.aman@gmail.com | Greater Noida, India | [LinkedIn](#)

SUMMARY

- Results driven professional with 8+ years of experience in project management, operations, and data analytics.
- Skilled in designing dashboards, automating reports, and enabling data-driven decision-making.
- Expertise in process optimization, SOP development, and data-driven decision-making.
- Strong background in SOP development, stakeholder coordination, and real-time operations.
- Passionate about leveraging AI tools and BI platforms to optimize business processes.

CORE COMPETENCIES:

- Data Analysis & Visualization
- KPI Dashboards & Reporting Automation
- Business Intelligence (BI) & Data Storytelling
- Project Lifecycle Management (Agile, Scrum, Waterfall)
- Process Optimization & Operational Efficiency
- Budgeting, Vendor & Stakeholder Coordination
- Technical Documentation & SOP Development
- AI Tools & Workflow Automation
- Cross-functional Team Leadership & Collaboration
- Training, Upskilling & Knowledge Transfer
- Digital Platforms & Portal Management (Zoho, Google Workspace, etc.)
- Analytical Problem Solving & Decision Support

TECHNICAL PROFICIENCIES:

- **Tools:** Power BI, Tableau, Google Data Studio, Excel (Advance), Zoho, Freshdesk
- **Project Management:** Agile, Waterfall, Jira, Scrum, Kanban
- **Automation/ AI:** Generative AI (ChatGPT, Gemini etc.), Process Automation tools.
- **Collaboration:** Google Workspace, Microsoft Office (Word, Excel, PowerPoint), MS Teams, Zoom
- **Others:** Mentimeter, Zoho CRM, Canva, Filmora, YouTube Studio, Google Ads, Bulk SMS/WhatsApp

PROFESSIONAL EXPERIENCE

Operations & Data Reporting Analyst | ValueScale Technologies, Noida Nov 2021 – Present

Project 1: Trimble - Indian Oil Corporation Limited (IOCL) – Fleet Management & VTS Operations

- Supported IOCL's extensive network's operations, managing 30,000+ tankers across 120+ depots.
- Ensured device functioning, real-time fleet visibility, driver safety, and fuel distribution efficiency.
- Provided 24/7 technical support for Trimble apps., handled SOS alerts, and delivered regular reports to regional heads.

Project 2 : Dogra Group of Companies (DGC) – FASTag Operations

- Managed FASTag operations across 8 branches.
- Managed activations, reconciliations, ensure uninterrupted transactions and coordinated with banks.
- Liaised with banks and service providers to resolve issues and maintain operational efficiency.

Cross-Project Contributions:

Data Analysis & Reporting:

- Extracted and analyzed data from multiple platforms to develop daily, weekly, and monthly reports.
- Created dashboards and performance summaries to aid leadership in data-driven decision-making.

Operations & Team Management:

- Used Zoho for invoicing, real-time tracking, and financial insights.
- Optimized operational performance through continuous monitoring and process improvement.

Process Improvement and Leadership:

- Designed and implemented SOPs, managed rosters, and addressed resolved technical escalations.
- Led training and knowledge transfer sessions to upskill team members.

Data-Driven Project Manager | Katha India, Noida

Jun 2019 – Nov 2021

Project: Yuvakendra, (Project of HCL Foundation)

- Oversaw project implementation, including reporting, analytics, and training logistics.
- Developed quarterly impact reports; translated complex program data into actionable insights.
- Prepared comprehensive reports to evaluate targets, goals, program impact, and key highlights.
- Designed success stories, case studies, and learning modules to showcase project impact.

Project Manager | EP Infoways P. Ltd., Greater Noida

Aug 2017 – Jun 2019

- Managed operations and provide tech support, ensuring quality service delivery.
- Generated status reports and maintained SOPs, payment sheets, and project documents.
- Maintained vendor/client communications and generated project status reports.

Project Manager | CSB Education & Skills, Greater Noida

Jun 2015 - Aug 2017

- Led operations across multiple training centers; implemented data visualization tools to support decision-making.
- Prepared and updated daily, weekly, and monthly reports to track performance metrics.
- Ensured alignment with project goals through periodic progress reviews.

EDUCATION

- **MBA (Operations Management)** – Amity University | 2018 | CGPA 7.1
- **B. Tech (Electrical & Electronics)** – GBTU | 2012 | 74.3%
- **Intermediate** – UP Board | 2007 | 74.4%

CERTIFICATIONS

- Agile Project Management — HP Life
- Artificial Intelligence (AI) and ChatGPT — Be10X
- Artificial Intelligence in Project Management — Alison
- Freshdesk Agent Expert Certification — Freshworks
- The Fundamentals of Digital Marketing — Google