

AJAY VARGHESE

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EDUCATION

University of York

York, UK | Sep 2022 – Sep 2023

MSc in Engineering Management – 2:1(Distinction)

Team Lead: Strategic research project on waste management and sustainability

Key Modules: Project Management, Account & Finance, Strategic Management, Marketing, Sustainability, Technology Management, Law of Employment

APJ Abdul Kalam Technological University

Kerala, India | Apr 2016 – Jun 2020

B.Tech in Electrical and Electronics Engineering

Focus Areas: Circuit Analysis, Power Systems, Control Systems

SKILLS

Business & Project Tools: Power BI, SPSS, NVIVO, WordPress, HubSpot, Microsoft Office (Excel, Word, PowerPoint, Outlook), MS Teams, SharePoint, Power BI

CRM & Outreach: LinkedIn Sales Navigator, Closely, HubSpot CRM

IT & Admin Systems: JIRA, ServiceNow, AppDynamics, SolarWinds

Programming Languages: Python, C

Professional Skills: Data Entry | Reporting & Documentation | Client Communication | Stakeholder Engagement | Query Management | Customer Support & Coordination | Lead Management | Multitasking | Time Management | Project Coordination | Process Improvement | Change Management | Team Collaboration

Soft Skills: Customer Service | Emotional Intelligence | Flexibility (Shift & Role) | Public Speaking | Problem Solving | Cross-Functional Teamwork

Marketing & Content: Social Media Marketing | LinkedIn Content Creation | Blog Writing | Newsletter Management

EXPERIENCE

Business Development Intern

New Waste Management (Startup) | Remote | Aug 2024 – Present

- Designed and launched a Power BI dashboard analysing waste behaviour across 300+ England councils, enabling quicker comparison and data-led recommendations.

- Managed and maintained detailed programme trackers in MS Excel, supporting internal reviews, stakeholder meetings, and project transparency.
- Collaborated with cross-functional teams to gather requirements, document workflows, and implement operational improvements.
- Produced regular status updates and maintained risk logs, supporting data-driven decision-making and robust governance processes.
- Maintained the company's LinkedIn presence, publishing blogs and newsletters to boost visibility and engagement with key sustainability topics.
- Attended client-facing sales meetings and presented service insights, strengthening technical credibility and supporting business retention.

Coach Driver | Manchester Airport Group
Manchester, UK | May 2025 – Present

- Safely transport passengers to and from terminals, delivering a reliable and professional service across varied shift patterns.
- Demonstrate excellent time management and situational awareness under pressure, ensuring compliance with airport security protocols.
- Engage with diverse passengers, offering assistance and clear communication while promoting a calm and reassuring travel environment.
- Carry out routine vehicle inspections and report safety or maintenance concerns, aligning with company safety and cleanliness standards.
- Handle customer data and interactions in accordance with GDPR and company privacy policies, ensuring confidentiality and trust.

Bus Driver
Metroline Manchester | Manchester, UK | Sept 2024 – March 2025

- Delivered excellent front-line customer service, ensuring passengers felt safe, respected, and well-informed throughout their journey.
- Communicated clearly and professionally with passengers, providing updates and resolving issues calmly and courteously.
- Adhered strictly to road safety regulations, company policies, and scheduled routes to ensure punctual and secure transport.
- Maintained high standards of vehicle cleanliness and presentation, conducting thorough pre- and post-shift checks.
- Followed GDPR protocols when handling travel-related queries, maintaining confidentiality and discretion at all times.

Kitchen Manager
Curry House | Manchester | September 2023 – July 2024

- Managed daily kitchen operations, ensuring 100% compliance with food safety regulations and hygiene standards.
- Supervised and trained kitchen staff, fostering teamwork and ensuring efficient workflow.
- Controlled inventory and placed weekly orders, cutting food waste by 25% through tighter stock control and forecasting.

- Monitored kitchen performance and customer feedback, helping increase positive reviews by 30% within six months.
- Coordinated with front-line staff to ensure timely food delivery and customer service excellence.
- Implemented operational improvements to enhance efficiency, reduce costs, and improve food quality.

Carer

Lotus Care Home | York, UK | Sep 2022 – Mar 2023

- Delivered person-centred care to 15+ residents, assisting with mobility, hygiene, and daily activities to improve comfort and independence.
- Monitored and documented health changes, enabling early intervention and reducing medical escalations by 30%.
- Provided emotional support and companionship, contributing to a noticeable improvement in resident wellbeing and satisfaction.
- Maintained accurate care logs and ensured 100% compliance with safeguarding and hygiene standards during every shift.

Associate Software Engineer (IT Support Analyst)

Hexaware Technologies | Chennai, India | Aug 2020 – Aug 2022

Client: Murphy USA, Trustmark

- Delivered 1st and 2nd line support across 9+ global teams using ServiceNow, maintaining 100% SLA response rates.
- Logged, escalated, and resolved high-volume incidents while providing L1 troubleshooting for Windows, Active Directory, and O365 issues.
- Monitored systems using SolarWinds and AppDynamics, ensuring consistent application uptime and early issue detection.
- Documented technical issues and updates thoroughly, supporting change management and enhancing the internal knowledge base.
- Maintained daily issue trackers and drafted SOPs to standardise processes and improve response consistency.
- Ensured continuous communication with cross-functional teams and adapted to flexible shift patterns to support global operations.

PROJECTS

- **Project 1: York Waste Strategy Review**
Conducted a data-driven analysis of York's waste management to provide strategic recommendations for improving efficiency and sustainability.
- **Project 2: Sales Forecasting with Time Series Analysis**
Performed time series analysis on sales data to generate accurate forecasts, using visualisations (Excel and Power BI) to present insights and improve sales strategies.

- **Project 3: Bike Company Simulation**
Led as CEO in a 5-year business simulation, navigating operations, sales, marketing, and R&D to achieve sales and profit targets in a competitive market, demonstrating business acumen and strategic thinking.
- **Project 4: Fractional Order Control for Non-Linear Conical Tank System**
Designed and implemented a fractional-order controller to stabilise liquid levels in a conical tank, improving response accuracy and control efficiency.

CERTIFICATIONS & ACHIEVEMENTS

- Azure Fundamental certification- Az900
- Engineering Project Management: Initiating and Planning
- ITIL Foundation (Internal- Hexaware)
- Agile Project Management
- Data Visualisation with Power BI (Great Learning Academy)
- Paper accepted at the XVII Control Instrumentation System Conference (CISCON 2020)