Arihant Bhuyan

Coventry, United Kingdom | +44 7405404493 | arihantbhuyan2000@gmail.com | Linkedin - Arihant-Bhuyan
Website: Arihant Bhuyan - Analyst

EDUCATION & QUALIFICATIONS

Warwick Business School, United Kingdom, MSc in International Business (Grade: Merit)   Sept 2022 – Sept 2023
Modules: Foundations of Financial and Management Accounting, Quantitative Methods for Business, International Business, Strategy Analysis and Practice, Project Management

Narsee Monjee Institute of Management Studies, BBA in Finance (CGPA: 3.44/4)   Apr 2018 – Apr 2021
Modules: Quantitative Techniques, Forex & Risk Management in derivatives, Financial Planning & Wealth Management, Operations & Supply Chain Management

IBM Data Analyst Professional Certificate
Courses: Python for Data Science, AI & Development, Databases and SQL for Data Science with Python, Data Analysis with Python, Data Visualization and Dashboards with Excel and Cognos, Excel Basics for Data Analysis, Data Visualization with Python

WORK & LEADERSHIP EXPERIENCE

K2 Partnering Solutions, London, **IT Support Analyst**   Aug 2023 – June 2024
- **Salesforce Administration:**
  - Salesforce Data Management: Executed the creation and management of user profiles and permissions within Salesforce, ensuring data security and accessibility
  - Data Analysis and Reporting: Managed and analyzed Salesforce data for the EMEA region to optimize business operations
  - Data-Driven Decision Making: Provided data-backed insights to streamline workflows by analyzing IT support ticket data. Reduced case handling time by identifying bottlenecks and areas for process improvement
  - Collaboration with Cross-Functional Teams: Worked closely with IT and business teams to implement data-driven solutions for improving Salesforce integration and user adoption
  - Process Improvement: Improved efficiency by 1.5x in closing support cases by analyzing case resolution data and implementing optimized workflows
- **User Training and Support:**
  - Led training sessions for end-users, significantly improving their proficiency and effective use of Salesforce and other IT systems, resulting in increased productivity and reduced support requests
- **Technical Support:**
  - ITIL Process Management: Applied ITIL best practices in incident, problem, and change management, ensuring that IT services were delivered efficiently and service disruptions were minimized
  - Diagnosed and resolved technical issues across workstations, servers, network devices, and IT infrastructure, minimizing downtime
  - Configured advanced security features (firewalls, VPNs) on user devices, utilized Cisco Meraki Dashboard to optimize network efficiency by analyzing traffic patterns, and employed monitoring tools like Mimecast to proactively detect and block malicious activity, ensuring robust data protection and threat prevention

Amazon, Bengaluru, India, **Senior Product Compliance Associate**   Jan 2022 – June 2022
- **Compliance Auditing:**
  - Performed and completed compliance audits for 10+ companies within 6 months, ensuring Amazon's delivery partners across India adhered to regulations
  - Developed and implemented Standard Operating Procedures (SOPs) to streamline processes and improve understanding of procedural steps, enhancing operational efficiency
  - Evaluated and reported 100+ violations of rules, regulations, policies, and procedures by evaluating or recommending initiation of investigative and corrective procedures
- **Process Enhancement and Training Leadership:**
  - Suggested changes in process to enhance stakeholder's experience
  - Delivered training sessions on process changes for a team of 20, resulting in better compliance and operational consistency
- **Legal Compliance and Risk Analysis:**

- Ensured Amazon transactions satisfy legal and safety requirements in accordance to guidelines across national marketplaces
- Analyzed and identified risks associated with Amazon's operations in various states, facilitating smooth product flow across national borders

Sanshil Foundation for Welfare, Gurgaon, India, **Administrative & Teaching Associate**   Jun 2019 – Jul 2019
- Maintaining and digitalizing 1000+ records and documentation for the NGO
- Digitalized library with over 60 books to make it easier for students to borrow
- Taught a class of 20 mainstream students Math, after administration work was done
- Interacted with teachers, students and administration to better understand the working culture and contribute in a more effective way

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PROJECTS & EXTRA-CURRICULAR EXPERIENCE

- **Business in Practice**: Cultivated expertise in strategic decision making in an Automotive business environment through interpreting key performance indicators and making fact-based decisions. Additionally, demonstrated effective Cross-functional collaboration by leading the Operations business function and successfully putting business decisions into practice during an intensive 6-week Auto Manufacturing Business Simulation at Warwick Business School
- **Portfolio Website Development**: Designed and developed a personal portfolio and integrated GitHub Pages for hosting my Data Analysis projects on the website
- **Predictive Analytics Model**: Built a machine learning model using Python and scikit-learn to predict stock prices based on historical data, implementing linear regression and LSTM algorithms, with insights visualized in Tableau
- **Investment Portfolio**: Investment Portfolio Analysis: Developed a diversified investment portfolio across multiple asset classes, using SQL, Python, and Pandas for data extraction, cleaning, and financial analysis. Presented key insights through an interactive Tableau dashboard
- **Summer Project**: Individual study of accounting frauds in India **(Summer 2020)**: (1) SATYAM SCAM – Mr. Ramalingam Raju and (2) PNB SCAM – Mr. Nirav Modi
- **Research paper:** Initiated with a team of 5 for Usage of Social Media by millennial's before and after COVID – 19 PANDEMIC (Published)
- **Research paper:** Worked with a team of 5 for Application of Operations Research in Theme parks (Published)
- **CBSE National-level Football,** 2016-17

TECHNICAL SKILLS

- Python: Pandas, NumPy for data manipulation and analysis
- SQL: MySQL for querying, data extraction, and database management
- Tableau: For creating interactive dashboards and data visualization
- ITIL Processes: Incident, problem, change, configuration, and asset management
- Matplotlib, Seaborn: For data visualization and graphical representation in Python
- Microsoft Excel: PivotTables, VLOOKUP, Data Validation for advanced data analysis and reporting
- IBM Cognos: For business intelligence and data reporting
- Jupyter Notebooks: For writing and running Python code for data analysis
- Statistical Analysis: Applied statistical methods like regression analysis, hypothesis testing, and descriptive statistics to identify trends and patterns in data.
- Other Skills: Proficient in Salesforce, Microsoft Office Suite; Word, PowerPoint

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SKILLS

- Problem Solving: Strong analytical abilities to interpret data and provide actionable insights for business decisions.
- Data-Driven Decision Making: Expertise in leveraging data to support decision-making processes and strategy development.
- Communication: Ability to translate complex data findings into clear, concise presentations and reports for stakeholders using Tableau and Excel.
- Team player: Demonstrated at various companies the ability to work collaboratively within teams to achieve shared goals and contribute to project success.
- Interests: Football, listening to music, Playing the drums, Kick boxing, Fitness