

JASKARAN SINGH

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Linked In profile: [Jaskaran Singh](#)

EDUCATION

2018-2021	SGTBIMIT (Sri Guru Tegh Bahadur Institute of management and information technology), <i>Course: Bachelors in Business Administration</i> <i>Core modules: General Management and Digital Media</i> Grade: 9.23 CGPA Achievements: Valedictorian of College and University Rank Holder	Delhi, India
2017-2018	SGV, <i>Standard: 12th Grade</i> <i>Stream: Commerce</i> Grade: 8.8 CGPA Achievements: Topper of School	Delhi, India

WORK EXPERIENCE

Planetspark

From 09th November 2021 to 10th January 2022

Delhi, India

Position Held: HR Recruiter- Supply onboarding,

In my role as an HR recruiter at Planetspark, I was entrusted with a wide range of responsibilities, including:

- Conducting comprehensive interviews of teaching candidates
- Effectively sourcing, screening and selecting the most qualified candidates to ensure the highest standards of recruitment
- Administering PSAT exams on portal to potential teachers
- Spearheading document management processes and hiring procedures, utilizing my expertise in data management using Advanced Excel and employing cutting-edge software solutions such as ZOHO CRM
- Collaborating with IT associates to develop and refine a comprehensive Teacher CRM system, thus ensuring that data is managed efficiently and effectively
- Liaising with the training department to provide timely and effective training for all new teaching staff
- Maintaining meticulous records of hired teachers using advanced data analysis tools such as Microsoft Advanced Excel and Word
- Ensuring timely communication with all relevant parties through effective email management systems and scheduling software

Planetspark

From 10th January 2022 to 30th of June 2022

Delhi, India

(Promoted Role)- Position Held: Audit Team Head

In my promoted role as Audit team head at Planetspark, I was entrusted with a range of responsibilities that require a high level of analytical expertise, including:

- Creating and refining the auditing process to maximize efficiency and ensure optimal outcomes primarily backed by data insights
- Processing large amounts of data using data relationship and modelling techniques to identify key insights and areas for improvement
- Interviewing 300+ candidates and confirming their selection to HR as a hiring manager
- Managing a team of 40-45 employees responsible for auditing teaching demos
- Developing and implementing a robust code of conduct and standard operating procedures (SOP) to ensure high-quality audits
- Providing on-the-job training and guidance to employees to enhance their skills and improve their performance therefore acting as an SME of the process
- Working with advanced data analysis tools such as Microsoft Excel, Power BI, Trello Software, Google spreadsheets to maintain meticulous records and produce insightful reports
- Continuously suggesting and implementing innovative ideas to streamline the audit process and increase its effectiveness
- Resolving employee issues and motivating them to achieve their best
- Designing, defining and maintaining the stipend structure for interns and ensuring that the stipends are processed accurately and efficiently

Barclays Bank PLC

From 10th of October 2022 to 11th of April 2023
Noida, Delhi, India

Position Held: Analyst- Finance and Technical (UK)

As an Analyst in Finance and Tech (UK), I was responsible for a diverse range of complex tasks that require a high level of expertise and attention to detail, including:

- Handling intricate financial and technical cases and utilizing my extensive knowledge of financial concepts and technical aspects to effectively solve the queries.
- Communicating with business owners in the UK and providing expert guidance on a range of financial matters to optimize business outcomes, while ensuring their card machines products work seamlessly.
- Utilizing advanced software and system solutions, including Barclays software and tools such as Advance Excel, Detailed Intranet knowledge and AWS, to access key resources and streamline financial processes and automate technical process.
- This role also required to use tools such as- Data modelling, relationships and structuring to make automated excel files with actionable insights for daily use, which extensively helped WFM and supervisors to maintain data.
- Making critical decisions related to both financial and business matters, drawing on my analytical skills and data expertise to identify the most effective course of action
- Providing detailed information and guidance to business owners on inquiries related to faults to their card machines and troubleshooting the issues while considering to financial aspects along the way.
- Proactively identifying opportunities for improvement and making changes to business accounts as required to enhance overall efficiency and effectiveness to take payments and receive them.
- Demonstrating a strong commitment to delivering exceptional customer service by consistently exceeding client expectations and fostering positive relationships with stakeholders across the organization by data proven performance all across.

Barclays Bank PLC

From 12th of April 2023 to Present
Noida, Delhi, India

(Promoted Role)- Position Held: Workforce Management Officer- Risk Ops (UK)

In my role as a WFM Officer at my current company, I oversee a wide array of intricate responsibilities that demand advanced expertise and meticulous attention to detail, including:

- Extracted, managed, and modelled large datasets, ensuring accuracy and relevance to improve workforce efficiency by 20%.
- Designed and automated custom dashboards using Excel, VBA, and AWS, reducing report creation time by 30% and providing actionable insights.
- Monitored service levels, conducted trend analyses, and implemented mitigation strategies that consistently met or exceeded 90%+ SLA targets.
- Delivered precise bi-hourly reports for real-time performance tracking, improving stakeholder decision-making and operational agility.
- Optimized workforce operations by creating dynamic schedules, managing holiday plans, and ensuring 100% OB dialer task completion.
- Spearheaded the implementation of Microsoft Alvaria and Barclays applications to streamline WFM processes, cutting operational downtime by 15%
- Conducted performance assessments using agent-level data and developed targeted action plans, boosting productivity metrics by 10%.
- Automated recurring WFM processes, saving approximately 8 hours per week, enabling a focus on strategy and analysis.

ACHIEVEMENTS

2019	Topper of the School, GSV: <ul style="list-style-type: none">• Awarded Trophy for being topper of the school	Delhi, India
2021	Valedictorian of the College, SGTBIMIT <ul style="list-style-type: none">• Awarded certificate and trophy for being topper of the college	Delhi, India
2021	University Rank Holder #76, Guru Gobind Singh Indraprastha University (GGSIPU) <ul style="list-style-type: none">• Awarded certificate and recognition for being university rank holder, with the rank #76	Delhi, India

CORE SKILLS

- Excellent Communication Skills and Presentation Skills.
- Experience in solving real business problems while handling and analysing huge datasets.
- Experience in working on a managerial designation and managing around 40-45 employees.
- Interviewed 400+ candidates, and formed a team of 50 employees while minimising attrition.
- Experience in handling company's entire human resources and its processes efficiently
- Certified Typing Speed of WPM – 60 with 90+% accuracy.
- Ability to think critically through a problem and devise a feasible solution for the same.
- Expert knowledge of Power BI and Its Service, while knowing Data modelling.
- Ability to handle huge data and analysing it for decision making purpose.
- Expert in Power Point Presentation, Word, Microsoft Excel (Advance excel) and Google Sheets.
- Proven Leadership quality and ability to handle and mentor a team/s.
- Certified Expert in Agile techniques.
- Expert in Multitasking while ensuring efficiency with desired results
- Experience and ability in establishing a process, its code of conduct, and making it smoother and automated while ensuring results.
- Also have knowledge and training about social media marketing (SMM), SEO, SEM, Google Ad-words, hoot-suite platform and keywords research.
- Knowledge and ability to learn software and technology in a shorter span of time.
- Ability To put management theory into practice and ensure results from it.
- Ability to work under pressure environments and deliver desired result.

ADDITIONAL SKILLS

IT SKILLS

- Advance Excel Techniques and Formulas (Expert and Certified)
- Google Sheet (Expert)
- Macros and Power Query (Expert)
- Power BI Desktop and Power BI Service (Expert)
- Data Modelling (Expert)
- Professional Typing (Intermediate)

LANGUAGES

- English (Expert)
- Hindi (Expert)
- Punjabi (Expert)

CERTIFICATIONS

- Introduction to MS Excel (Advance Concepts)
- Business Analytics with Excel
- Agile Explorer- IBM Certified Badge
- Power BI
- Power BI For Beginners
- Excel Efficiency Essentials
- Business Analytics Basis
- People Analytics (HRCI®, SHRM®)
- Nano Tips for using Excel
- Hootsuite platform
- Instagram marketing
- Management Foundations PMI®
- The art of leadership
- Leadership Mindsets (PMI®)
- Coaching Skills for Leaders and Managers (NASBA with Test Result 100%, PMI®)
- Productive Leadership
- Managing Generation Z (PMI®)
- Interviewing Techniques (HRCI®, SHRM®)
- Leading and working in teams

- Marketing to Generation Z
- Humber Leadership: The Power of Relationships, Openness, and Trust
- Marketing automation
- Social media foundations
- Digital marketing (Google Certified)
- Digital marketing strategy.
- The key to good communication: Your audience.
- UI/UX Concepts
- How to build your personal brand
- Sales Funnel

EXAMINATIONS AND CERTIFICATIONS TESTS

- Certified C2 Proficient English Speaker- Highest English Level
- Advance Excel Examination- Secured 100%
- Microsoft Excel 2007-2016 Examination- Secured 100%
- Microsoft Excel Power Query and Power Pivot Examination- Secured 100%
- Trello Software Assessment Test- Secured 96%
- Microsoft Advance Excel Quiz- Passed Successfully

TOOLS AND SOFTWARES

- Microsoft Excel and Word
- Google Sheets and Docs
- Power BI Desktop and Power BI Service
- Trello- Kanban (Agile), WOW (Walls of Work- Agile)
- Visual Studio Code

EXTRA CURRICULAR ACTIVITIES

- Instrumentalist (Guitarist)
- Indian classical Singer
- Volunteered for teaching kids at NGO

PROJECT AND PRESENTATIONS

- Excel Dashboard Ecosystem (Individual Project)
- Project on Entrepreneurship opportunities in Space colonization (Individual Project)
- Project on Decoding Digital Marketing Strategy of Apple Inc. (Team Project)

OTHER ACTIVITIES, HOBBIES AND INTERESTS

- Was awarded for being topper of school and college.
- Volunteered for helping Street people.
- Indian Classical Singer, talents are Singing and Music, also a Guitarist.
- I love reading books related to Business and Data analytics, Management of a company and Suchlike
- Love writing articles about management and Digital marketing on linked in.
- Also awarded in college for giving best presentation on Space colonization.

REFERENCE AND RECOMMENDATIONS:


- [Recommendations on Linked in](#)

TEAM PERFORMANCE

While working in Planetspark as Audit team head, I presented with appreciation certificates to many employees who were working under me. I have attached couple of certificates as a proof that teams that worked under my guidance performed great and exceptional.

- [Certificate 1](#)
- [Certificate 2](#)

"I solemnly affirm that the information presented in this document entitled 'Jaskaran Singh's Resume' is true and accurate to the best of my knowledge and belief."

Signature: 
(Jaskaran Singh)

Date: Signed to the latest date.

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