

BICKY PAUL

ENTREPRENEUR

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Results-driven professional with expertise in customer service, digital marketing, and administrative operations. Skilled in financial analysis, compliance, and data management to optimize business processes. Seeking opportunities in operations management, financial analysis, and compliance roles.

AREA OF EXPERTISE

Customer Service & Client Relations

Administrative Operations & Documentation

Data entry and Data visualization in Advance Excel

PROFESSIONAL EXPERIENCE

Entrepreneur, Common Service Centre

Sept 2024 - Present

- Managed operations of the Common Service Centre, delivering various government and private services to customers.
- Ensured efficient customer support, compliance with regulations, and effective administrative functions.

Management Trainee, James Warren Tea Ltd.

Feb 2024- August 2024

- Provided welfare services to tea estate workers, ensuring health, safety, and well-being.
- Coordinated community development programs to enhance worker living standards.

Factory Assistant Manager, Anupam Tea Private Limited

April 2018- June 2019

- Supervised daily tea manufacturing operations, ensuring quality control and efficiency.
- Assisted in financial reporting and inventory management to streamline operations.

EDUCATION

Diploma in Tea Management Tocklai

July 2023- Dec 2023

Tea Research Institute, Jorhat
GPA- 8.35

Bachelor of Science (Physics)

Aug 2019- Mar 2023

D.H.S.K College, Dibrugarh
CGPA- 7.68

PROJECTS

Sales & Financial Report | AtliQ Hardware

- Analyzed sales performance, customer behavior, and financial health using advanced Excel tools.
- Used Power Pivot and DAX for data modeling and custom calculations.
- Applied ETL techniques to clean and transform data from CSV and Excel sources.

Annual Sales Report Dashboard | Vrinda Stores

- Conducted comprehensive analysis of Vrinda Store's 2022 sales data to identify customer behavior and market trends.
- Determined peak sales periods, top-performing products, and key customer demographics to inform strategic decisions.
- Delivered actionable insights that guided data-driven strategies to enhance sales and customer engagement in 2023.

SKILLS

- Microsoft Office (Excel, Word, PowerPoint)
- Data Entry & Computer Operations
- Documentation & Process Optimization

ADDITIONAL INFORMATION

- Languages:** English, Hindi, Bengali, Assamese.
- Certifications:** Common Service Centre Certification, Telecentre Entrepreneur Course (TEC) certificate, Excel: Mother of Business Intelligence by codebasics.