

Saurabh Kashyap

D.O.B. 15/03/2002



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EDUCATION

| Degree/Certificate | Institute/Board | Division | Year |
|--------------------|---|--------------|------|
| B.Tech., CSE | Dr. A.P.J. Abdul Kalam Technical University | Ist Division | 2024 |
| Senior Secondary | Central Board of Secondary Education | Ist Division | 2019 |
| Secondary | Central Board of Secondary Education | Ist Division | 2017 |

EXPERIENCE

- Myntra Designs Pvt. Ltd.**  Jan 2025 - June 2025
Product and Quality (Jr. Partner Consultant) Bangalore, India
 - Worked under the customer experience team.
 - Focused on the customer response to cancellation and RFR.
 - Analyzed the data using Bifrost, Microsoft Excel.
 - Worked on collecting daily responses for forward and reverse.
- Transcurators**  Feb 2024 - July 2024
Founder's Office Intern Delhi, India
 - Improved the website response by 70 percent.
 - Developed specific sections, increased user engagement.
 - Implemented a website framework from the design using Figma.
 - Made the website responsive to mobile phones.

PROJECTS

- Cancellation and Reorder - Process** Jan 2025 - June 2025
Tools: Bifrost, Microsoft Excel, SA platform, Whatsapp Analytics 
 - Collection of data through the queries and cleaning of data.
 - Analyze the data and implement the order cancellation process.
 - Work on Reorder eligible, Reorder not eligible, Reached DC.
 - We are working on reorderable data that are further communicated by the CC team.
- RFR: Forward and Reverse - Process** Jan 2025 - June 2025
Tools: Bifrost, Microsoft Excel, SA platform, Whatsapp Analytics 
 - Collection of the data from the backend and knowing the status of the response hourly.
 - Analyze the data and clean the data using tools.
 - Evaluated the data after analyzing through the tracker.
 - We are working on the forward and reverse data for knowing the market condition of the company.

SKILLS

- Soft Skills:** Good communication experienced in customer experience
- Tools:** Microsoft Excel, Google Sheets, Notion, Google Workspace, Teams, Canva, Python, SQL, Tableau, Power BI, NLP, Gen AI

CERTIFICATIONS

- Boston Institute of Analytics**, Data Science and Artificial Intelligence Jan 2025 - July 2025

POSITIONS OF RESPONSIBILITY

- Data Associate**, Myntra Designs Pvt. Ltd. Jan 2025 - June 2025
- Business Development Executive**, Hike Education Aug 2024 - Nov 2024

LANGUAGES

- English , Hindi