

KSHITIJ CHAKRABORTY

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EDUCATION

- School of Business Management, Narsee Monjee Institute of Management Studies** **Indore, India**
Post Graduate Diploma in Management: AACSB Accredited
2017-2019
GPA: 3.33
- **Area of Study:** Finance & Operations Management
 - **Leadership Position Undertaken:** President – Entrepreneurship Cell, Student Placement Coordinator
 - **Project Undertaken:** Industry Analysis of Textile Sector with BCG Matrix
- The Bhawanipur Education Society College, University of Calcutta** **Kolkata, India**
Bachelor of Commerce (Honors)
2012 - 2016
GPA: 3.5
- **Area of Study:** Accounting & Finance
 - **Leadership Position Undertaken:** President – Student Union Association
 - **Project Undertaken:** Growth & Development of Healthcare Industry

SKILLS AND SOFTWARE

- **Skills:** Product & Revenue Management, Product & Services Implementation, Data Analysis, Process Improvement, Stakeholder Influencing
- **Software:** Google Suite, Similar Web, Spark Post, Wrike, Microsoft Power BI, Microsoft Suite, Salesforce, Looker, Atlassian Suite, Sublime Text, Postman, Redash

EXPERIENCE

- Coursera** **Delhi, India**
Designation: Operations Specialist L2 – Product, Services & Implementation
11/2021 - Present
Business Line: Education Technology
- Defining the growth structure of enterprise service operations through process & system improvement, solutions management, services implementation & continuous improvement
 - Working closely with cross-functional teams to determine, collaborate, & execute optimum product & service solutions
 - Enhancing customer service & experience based on enterprise client requirements
 - Interacting with clients based on primary & secondary research, understanding client expectations, handling objections as well as suggesting product & service offerings during their onboarding journey in Coursera
 - Being awarded top performer of the quarter with 90% customer satisfaction in Coursera's service operations & client tie-ups
 - Mentoring & leading Operation Specialists L1 into subsequent product & service processes
- Emeritus** **Mumbai, India**
Designation: Assistant Product Manager
11/2020 - 11/2021
Business Line: Education Technology
- Analyzing & monitoring data to assist decision-making regarding marketing campaigns, revenue forecasts, product positioning & new initiatives
 - Working closely with sales, marketing, & support teams to identify problem areas, consumer trends, & opportunities for revenue maximization
 - Providing accurate market information, identifying high revenue value opportunities, & making compelling reports & presentations
 - Identifying bottlenecks & develop processes/solutions to improve overall revenue & minimize cost
 - Increasing business revenues through online courses for Emeritus in USA, APAC, & India by 30 million USD
- The Manipal Group** **Mumbai, India**
Designation: Product Manager: Growth and Operations
08/2019 - 11/2020
Business Line: Manufacturing and Operations
- Blueprinting & managing 'procurement management system' which caters to providing end to end SaaS to Banking and Finance, Retail & Healthcare clients
 - Being the strategical mind behind development of new products & creating new businesses
 - Designing Product, Re engineering, Vendor Management, Inventory Management & MIS Reports
 - Negotiating contract values by showing product & service offerings as well as superior communication skills to B2B clients
 - Implementing growth analytics & executing costing of products for each client
 - Increasing growth in annual turnover by 20 million USD
- Emami Limited** **Kolkata, India**
Finance Analyst Intern
04/2018 - 05/2018
Line of Business: Conglomerate
- Drafting cost computations & feasibility analysis between PCC & RCC warehouse constructions
 - Identifying net present value of current PCC & RCC warehouses
 - Presenting cost & lifecycle analysis of warehouses to ensure precision in financial analysis thereby reducing cost for the company by 20%
 - Receiving letter of appreciation & letter of recommendation from reporting manager

LICENSES AND CERTIFICATIONS

- Business Analysis & Process Management (Coursera), Lean Six Sigma Green Belt (KPMG), Becoming a Product Manager Specialization (LinkedIn) Microsoft Office Specialist (Certiport), Agile Foundations (LinkedIn)

ACTIVITIES

- Volunteered in Child Rights and You
- Co-Founded YOTA Chat – B2B logistic of used books