

Kushal Bhandari

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EDUCATION

Springfield College

Springfield, MA

Dual Bachelor of Science in Business Management & Computer and Information Sciences

May 2025

GPA: 3.9/4.0

- **Honors:** Sigma Beta Delta Honor Society
- **Key Courses:** Business Analytics, Financial Management, Data Structures and Algorithms, Python Programming

PROFESSIONAL EXPERIENCE

Sullivan, Poulin & Payne, C.P.A.

West Springfield, MA

Income Tax Intern

February – April 2025

Springfield College

Springfield, MA

Web Content Creator Intern

September 2024 – Present

- Create and manage web content using Drupal CMS; optimize campaigns via Google Ads and [Google Analytics](#)
- Enhanced websites rebuild through SEMrush keyword research, boosted page speed by 30%, and improved average ranking by 47% with SEO strategies

International Admissions Student Assistant

September 2023 – May 2024

- Enhanced client management through individual counseling and pitch presentations to promote programs and services of a private liberal arts college
- Drove a 13% increase in student enrollment through targeted marketing plans across African and Asian regions
- Utilized Slate Database for applicant tracking and Tableau for data visualization, improving campaign targeting

Big Y Foods, Inc

Springfield, MA

Operations Intern

June 2024 – August 2024

- Collaborated with the store manager for monthly ad reviews, vendor negotiation, and shrink reduction strategies, leading to a 6.4% gross profit improvement over three months
- Analyzed and optimized Profit & Loss statements, implementing cost-saving across multiple departments
- Enhanced inventory management through Computer Assisted Ordering, improving inventory accuracy by 15%

Massachusetts State Lottery Commission

West Springfield, MA

Customer Service Representative

May 2023 – August 2023

- Handled sensitive information, including Social Security Numbers, via Experian; processed W-2 forms and managed checks up to \$100,000
- Provided top-level customer support, addressed inquiries, and resolved issues with a solution-oriented approach
- Utilized Microsoft Excel for financial reporting processes, reducing errors in daily sales records by 10%

LEADERSHIP EXPERIENCE

Springfield College

Springfield, MA

Student Trustee

April 2023 – Present

- Advocated for 2,500 students, leading a 25% budget reduction in student activities through detailed financial analysis and strategic planning
- Championed DEI initiatives, resulting in increased student engagement and more inclusive campus policies

President, Springfield Business Club

February 2023 – Present

- Spearheaded case competitions; fundraised \$3,500; conducted educational webinars on the stock market
- Led workshops on portfolio management and stock market analysis for club members

Resident Assistant

January 2023 – Present

- Exhibited a strong work ethic in advocating safety and community engagement of 150+ residents

SKILLS

- **Programming Languages:** Python, MySQL, C++, MATLAB, R
- **Data Analysis Tools:** Power BI, Microsoft Excel (VLOOKUP, PivotTables), Tableau, Slate Analytics
- **Certifications:** [AHA! Product Management Professional Certificate](#) February 2024