

# Rohit Mukherjee

Masters in Management graduate/ B.Tech ECE

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Ambitious professional with experience in Operations, Client Support, Data Analysis across IT, Supply Chain and Logistics. Distinguished by roles at IBM India, Staples Canada, and Municipality of Clarington, backed by a bachelor's in engineering and an international Master of Management degree.

## Profile Summary

- Experience of 1.6 years in IT and supply chain, 1.1 year of contractor experience in strategy planning, and investment analysis.
- Proficient in SQL, MS Office, ServiceNow for effective data analysis, incident reporting and process optimization across industries. Intermediate and basic understanding of Tableau, Python, Power BI, R programming and RStudio.
- Experienced Supply Chain Strategist at Staples, with a focus on analysis, inventory, and supplier management. Adept in data-driven insights, price negotiation, process improvement, and cost-cutting through quality control. Effective multitasker in dynamic office settings.

## Professional Experience

**Jan'23 – Aug'23**

**Staples Canada, Mississauga, Canada**

**Supply Chain Executive – (Full Time)**

- Assisted in conducting supply chain analysis to identify process inefficiencies and propose improvement strategies, contributing to a 10% reduction in procurement lead times.
- Performed comprehensive technical documentation tasks, encompassing the creation and upkeep of detailed guides, manuals, and knowledge articles for both internal and external purposes.
- Supported supplier relationship management activities, including monitoring supplier performance and assisting in contract negotiations.
- Assisted in logistics optimization efforts, analyzing transportation routes to improve delivery times and reduce shipping costs.
- Implemented new quality control processes, lowering order errors by 20% and contributing to a 15% increase in on-time deliveries.
- Trained new team members, reducing learning curves by 30%, and created a knowledge bank that decreased issue resolution time by 40%.

**Sep'22 – Nov'22**

**Durham's Neighbourhood Association of Angel Investors, Oshawa, Canada**

**Investment Analyst – (Contract)**

- Explored and developed novel ideas and strategies to support the growth and efficiency of start-ups, driving innovation and fostering a culture of continuous improvement.
- Secured USD \$2M startup funding through precise market analysis and strategic investment evaluations.
- Conducted in-depth market analysis and research to inform and enhance business strategies, provided valuable insights and recommendations to Investment Managers.
- Elevated investor engagement by 20%, driving increased positive feedback and member satisfaction.
- Streamlined due diligence, reducing evaluation time by 25% and expediting investment decisions.
- Assisted in the evaluation of potential investment opportunities, conducting due diligence and risk assessments to support informed decision-making.
- Leveraged analytical skills and industry knowledge to provide performance analysis and security research, guiding informed decision-making and investment strategies.

**Apr'22 – Aug'22**

**Municipality of Clarington, Ontario, Canada**

**Strategic Planning Analyst - (Contract)**

- Created and implemented programs to improve employee satisfaction, engagement, and retention, focusing on factors influencing turnover and proposing effective solutions.
- Increased employee satisfaction by 15%, implementing programs for engagement and retention.
- Achieved 12% operational efficiency improvement via strategic process enhancements and collaborated with 5 departments, aligning strategies for effective plan implementation.
- Prepared reports, presentations, and updates to communicate progress, findings, and recommendations to senior management and community leaders, ensuring transparency and accountability.

**May'19 – Jun'20**

**IBM, Bengaluru, India**

**Technical Support Engineer – (Full Time)**

- Acted as the primary point of contact for clients seeking assistance, ensuring a superior support experience.
- Addressed techno functional inquiries from end-users and ensured timely resolution of issues.
- Supported, monitored, and prioritized the client's daily technical deliverables to meet service level agreements.
- Collaborated with internal support engineering teams (L2) and escalated technical issues as required.
- Coordinated closely with cross-functional teams, sharing knowledge and expertise to drive continuous improvement and enhance overall service quality.
- Ensured business continuity during disruptions by promptly offering alternative solutions for crucial operations.
- Provided guidance and training to colleagues in resolving complex inquiries and handling technically advanced questions.
- Conducted comprehensive technical documentation work, creating, and maintaining detailed guides, manuals, and knowledge articles for internal and external use.
- Conducted analysis to identify recurring issues and areas for process enhancement.
- Implemented automation of manual tasks and developed operational efficiency tools for the team.

**Other Professional Experience**

**Network Engineering Trainee** at **Abstream Technologies, Bengaluru** from **Jul 2020 to Dec 2020**

**Education**

**2022: Master of Management** - Business Administration from **Trent University** - Ontario, Canada

**2019: B.Tech. in Engineering** - Electronics and Communication from **REVA University** - Bengaluru, India

**Certifications**

**Rutgers the State University of New Jersey and Coursera**

**Supply Chain Management** : Supply Chain Sourcing, Operations, Planning, Logistics, SCM Strategy

**Supply Chain Analytics Specialization** : Supply Chain Analytics Essentials, Demand Analytics, Inventory Analytics, Business Intelligence and Competitive Analysis

**Google and Coursera**

**Google Data Analytics Professional Certificate** : Ask Questions to Make Data-Driven Decisions, Prepare Data for Exploration, Process Data from Dirty to Clean, Share Data Through the Art of Visualization, Data Analysis with R Programming

**IBM and Credly**

Cognitive Practitioner, Enterprise Design thinking, IBM Agile Explorer, IBM Cloud Garage Test-Driven Development (TDD)