

Rohit Mukherjee

Aspiring Data Analyst / Masters in Management / B.Tech ECE

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[Rohit's Portfolio link](#)

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Ambitious professional with experience in Operations, Client Support, Data Analysis across IT, Supply Chain and Logistics. Currently training myself in the field of Data Analytics, aspiring to obtain relevant certifications and undertake projects to further develop my expertise in this area. 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.
- Actively engaged in self-directed learning in the field of Data Analytics, with a focus on acquiring relevant certifications and undertaking hands-on projects to enhance proficiency.
- Proficient in SQL, MS Office, ServiceNow for effective data analysis, incident reporting and process optimization across industries. Intermediate understanding of Tableau, Python, Power BI, and SQL.
- Experienced Supply Chain Strategist at Staples, with a focus on analysis, inventory, and supplier management. Adept in data-driven insights, process improvement, and cost-cutting through quality control. Effective multitasker in dynamic office settings.

Certifications

Google Data Analytics Professional Certificate

Microsoft Power BI Data Analyst Professional Certificate (Microsoft PL-300), Expected Completion – December 2023

Rutgers University Supply Chain Management and Analytics Specialization, Expected Completion – November 2023

IBM Enterprise Design Thinking - Team Essentials for AI

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

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