



Rudrik Raina

Professional Summary

A articulated PGDM student with a solid grasp of business fundamentals, data visualization and strategic decision-making. Analyzed customer data to identify patterns in application trends. Committed to optimizing business processes using critical thinking and innovative solutions.

Work Experience

- Central Electronics Limited, Govt. of India Jun-25-July-25
Business Intelligence Intern
 - Collected, cleaned, and structured HRIS datasets covering recruitment, employee engagement, and retention.
 - Designed and developed interactive dashboards in Power BI and Excel to visualize key KPI's (Attrition trends, Performance metrics).
 - Utilized Power BI and Excel (Pivot Tables, Vlookup, Power Query) for data extraction, analysis, and reporting.
- Magnum Super Distributors Private Ltd Jun-21-Jan-22
Customer Service Associate - L2
 - Managed and resolved 100+ calls and 10+ escalated customer complaints daily, processing payments, exchanges, and service-level changes.
 - Processed requests on BITS Pilani loan applications with a 95% effectiveness rate for the Zest Money process by analyzing customer data and identifying patterns in application trends in my team.
 - Achieved an average customer service rating of 93%, exceeding the company average by 7%, which improved customer retention rates.
- eNoah iSolution India Private Ltd Jun-20-April-21
Consultant – Medical Record Retrieval
 - Managed 80+ outbound and 20+ inbound calls daily to hospitals across four U.S. time zones, ensuring timely medical record retrieval.
 - Assisted insurance companies in obtaining medical records by negotiating lower fees with hospitals and facilitating successful credit card payments.
 - Resolved issues related to Attending Physician Statements (APS) with underwriting teams while ensuring compliance with HIPAA regulations.

Achievements

- KPIT Sparkle 2016 - (SPRKLo0494): -
- Semi-Finalist in the prestigious innovation competition, showcasing cutting-edge project idea and solution.
- Internshala Student Partner 9.0 (ISP): -
- Represented Internshala as a Student Partner, promoting internships and career opportunities at our college, developing key skills in public speaking and presentation.
- Gravity 2024, Annual Fest "Ashes to Ambition" : -
- Reached the final round of a Case Study competition at Jaipuria Institute of Management, Noida, showcasing enthusiasm, dedication, and analytical skills.

Certifications

- Microsoft Certified: Power BI Data Analyst Associate
- Microsoft Office Specialist: Excel Associate (Office 2019)
- Business Intelligence (BI) Essentials by IBM
- AWS Cloud Technical Essentials by Amazon Web Services
- International Business Essentials by University of London, UK

CONTACT

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EDUCATION

Jaipuria School of Business, Ghaziabad
Post Graduate Diploma in
Management (2024 - 2026)

School Of Nano-Technology, UTD,
RGPV, Bhopal
Master of Technology in
NanoTechnology (2018 - 2020)

IES College Of Technology, Bhopal
Bachelor of Engineering in
Mechanical (2014 - 2018)

Technical skills

- Power-BI (Data Analysis)
- SQL
- Advance Excel
- Microsoft Fabric
- Basic Python

Languages

- English
- Hindi
- Kashmiri

Hobbies

- Astrology
- Traveling