

Adithya S Rao

Business Analyst | Operations and Supply Chain management | Logistics & Inventory Management

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Professional Summary

Highly motivated and results-oriented professional with over 3 years of expertise in business analysis, sales support, and operational excellence, including hands-on experience in inventory management, customer escalation resolution, and workflow optimization. Renowned for delivering data-driven insights, fostering client-centric solutions, and enhancing operational efficiency. Proven ability to analyse complex processes, develop innovative strategies, and lead cross-functional collaboration. Passionate about transitioning into supply chain, logistics, and inventory management roles to leverage analytical and organizational skills in optimizing end-to-end supply chain operations and delivering value in global environments.

Core Skills

Supply Chain Management:

- Supply Chain Planning
- Inventory Optimization
- Logistics Operations
- Vendor Negotiation
- Demand Forecasting
- Distribution Network Optimization

Business Analysis & Sales Support:

- Requirement Gathering & Documentation
- Stakeholder Communication
- Data-Driven Decision Making
- Process Optimization
- Client Relationship Management

Technical Skills:

- ERP Systems: SAP, Odoo ERP
- Data Analysis Tools: Advanced Excel
- Market research: CrunchBase, Zoominfo, Apollo.io.
- Workflow Tools: JIRA
- CRM Software: Salesforce, Zoho CRM

Soft Skills:

- Cross-Functional Team Leadership
- Stakeholder Communication
- Strategic Planning
- Time Management

Professional Experience

Business Analyst at Robosoft Technologies, 2022 – Present

- Supported UK sales teams by analysing client needs, preparing account intelligence reports, and creating presales materials, driving business growth.
- Worked on OTT platform projects, gathering requirements, refining content strategies, and collaborating with UX/UI teams to enhance user experiences.
- Researched market opportunities in the US (Texas region), identifying potential clients and crafting tailored solutions.
- Contributed to team knowledge through OTT learning initiatives and promoted process improvements for new feature rollouts.

Operations Executive at Spinny (ValueDrive Technologies), 2019 – 2020

- Streamlined inventory management processes, reducing stock discrepancies by 25%.
- Managed vendor relationships to negotiate favourable contracts, achieving a 10% cost reduction.
- Supervised token-to-delivery workflows, ensuring timely delivery and maintaining 98% customer satisfaction rates.
- Streamlined documentation processes for post-sales, reducing delays and enhancing customer experience.
- Optimized insurance and documentation procedures to mitigate risks and enhance customer experience.
- Conducted pre- and post-sales analysis to improve operations and reduce delays.

Education

- **Master of Business Management** in **Justice K S Hegde Institute of Management, VTU** | 2020 – 2022
Specialization: Marketing Management and Operation & supply chain management.
GPA: 7.5/10
- **Bachelor of Engineering** in **Srinivas Institute of Technology, VTU** | 2015 – 2019
Specialization: Mechanical Engineering
GPA: 6.6/10

Certifications

- Basics of Logistics, Fleet Management, and Warehouse Management – iON Digital Hub
- Advanced Business Analysis – BACentric
- SAP for Beginners – Udemy
- Fundamentals of Digital Marketing – Google
- BMC Certification – Bloomberg

Key Projects

United Kingdom Projects:

- Analysed customer needs and researched potential clients to identify growth opportunities.
- Created account intelligence reports and presales materials to highlight offerings.
- Monitored market trends and competitors to stay ahead in the industry.

United States OTT Projects:

- Gathered and documented business requirements for OTT platform projects.
- Analysed user behaviour to refine content strategies and improve platform features.
- Collaborated with UX/UI designers to optimize user experiences.

Optimization Initiative:

- **Inventory Optimization Initiative:** Reduced stock discrepancies by 25% through streamlined inventory management processes.
- **Customer Escalation Framework:** Designed and implemented an escalation resolution process, improving response times by 20%.
- **Token-to-Delivery Workflow:** Enhanced operational efficiency by standardizing delivery processes, achieving a 15% reduction in lead times.

Languages

- English: Fluent
- Kannada: Fluent
- Hindi: Intermediate/Professional Working Proficiency