Shubham Kushkumar Jeswani

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SKILLS

Operations management: Strategic Planning and Execution • Workflow Modeling • Stakeholder Management • Process Improvement • Cross-functional Collaboration • Resource Planning • Business Operations • Technical Project Management • Budget Analysis

Technical Skills: SQL • Python • Google Sheets • Tableau Dashboards

WORK EXPERIENCE

Google   July 2023 – July 2025
Project Management Apprentice • Elections Service Delivery • Trust & Safety   *Hyderabad, Telangana*

- Served as the operational focal point across 10 global sites and 6 vendor teams, coordinating daily delivery efforts and driving alignment with global election-readiness OKRs.
- Led the system migration of high-impact workflows to PLX by collaborating with 40+ stakeholders, resulting in a 60% reduction in manual tasks and enhanced data reliability for leadership decisions.
- Redesigned stakeholder communication channels and milestone reporting frameworks, improving visibility into task completion and raising accountability standards-leading to boost in process adherence.
- Instituted real-time monitoring for vendor SLA compliance and operational KPIs, enabling data-driven interventions and reducing risks across ESD-managed workflows.

Key Projects:

Project EWAS: Early Warning & Alert System

- Launched a cross-functional escalation and triage system by partnering with 40+ vendor leads, improving resolution speed of data discrepancies by 25%.
- Automated reporting and data flow pipelines across 8 PA teams and 30+ vendor clusters, cutting redundancy and enabling real-time monitoring of system health.
- Built a custom dashboard for executive and workflow leads, providing visibility into alert volume, issue categorization, and turnaround metrics-enhancing leadership agility.

WFG Onboarding

- Standardized onboarding protocols for emerging data queues, reducing average intake setup time by 1/4th and introducing structured handoff playbooks to improve consistency.
- Directed communications and backup load shifts, maintaining continuity during high-volume events and preserving throughput.

T&S Apprentice Onboarding Bootcamp

- Developed and operationalized a structured onboarding bootcamp, accelerating apprentice ramp-up by 30% and improving accuracy in initial data handling tasks.
- Facilitated cohort-wide sessions with over 50 internal partners, adapting training content in real time to shifting product requirements and feedback.

Rupeek Fintech   March 2023 – June 2023
Business Analyst Intern • Core Sales   *Bengaluru, Karnataka*

- Refined cross-team data intake processes, reducing manual errors by 20% and enabling more accurate sales pipeline projections.
- Synthesized customer and field feedback into actionable improvements, leading to a 35% increase in Customer Satisfaction (CSAT) through targeted issue resolution.

Project: Rupeek Champions Program

- Designed and scaled the Rupeek Champions initiative across 23 business zones, boosting salesforce engagement by 65% and improving team accountability.
- Built automation pipelines for sales data aggregation, reducing latency in daily performance reporting by 15% and freeing up time for strategy execution for leadership & Senior management.
- Drove a 1.5x monthly sales increase by redesigning processes with gold campaigns contributing 40% of the growth.

EDUCATION

Rashtrasant Tukadoji Maharaj Nagpur University, Lonara, Nagpur   January 2021 – August 2023
Bachelor of Engineering, Computer Science and Engineering

Government Polytechnic Sadar, Nagpur   June 2017 – November 2020
Diploma in Engineering, Computer Engineering

VOLUNTEER INITIATIVES

- **Video Production Head, GDG Nagpur:** Produced promotional content for 10,000+ developers, retaining 1,300 active members and boosting social engagement by 35%.
- **Be A Resume Hero:** Mentored underprivileged students on resume refinement and career planning.
- **Aashayein 2024:** Hosted rural youth at Google Hyderabad, providing exposure and career guidanc