

# Shubham Kushkumar Jeswani

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## SKILLS

**Operations Enforcement:** Escalation management • Market intel & abuse trend monitoring • Strategic Execution • Stakeholder Management • Process Improvement • Cross-functional Collaboration • Roadmap execution • Backlog prioritization • Risk mitigation

**Technical Skills:** SQL • Google Sheets • Tableau Dashboards • Power BI • Content Production • Reporting & Analytics

## WORK EXPERIENCE

### Mynttra

*Category Operations Intern, BPC, Private labels*

Bengaluru, India

September 2025 – Present

- Led migration from Google Sheets to Power BI dashboards, building repeatable reporting and KPI funnels that improved visibility and accelerated decision making.
- Aligned cross-functional roadmap and managed dependencies across marketing, vendor partners, design and demand team to enable Private Labels marketplace functioning.
- Virtual Studio: Designed an AI workflow that transforms simple product references into marketing-ready images using Gemini 2.5 models. Enables brands to upload a product or pick from catalog, select a theme, and generate polished visuals (real-time batch generation & export tooling).

### Google

*Project Management Apprentice, ESD, Trust & Safety*

Hyderabad, Telangana

July 2023 – July 2025

- Reduced manual processing by 60% by automating data flows and prioritizing backlog items, improving data reliability for abuse trend analysis and reporting.
- Coordinated delivery across 10 global sites and 6 vendor teams, prioritizing work, managing dependencies, and aligning stakeholders to enable timely policy enforcement and maintain platform integrity.
- Redesigned escalation and stakeholder communication frameworks, introducing structured documentation and meeting facilitation to identify and mitigate risks and accelerate resolution of complex cases.
- Developed enforcement guidelines and managed policy escalations with 40+ stakeholders, contributing to language- and market-informed enforcement decisions.

### Key Projects

*Project EWAS: Early Warning & Alert System*

- Reduced resolution time for data discrepancies by 25% by launching a cross-functional escalation and triage system with 40+ vendor leads and generating partner insights for workflow optimization.
- Automated reporting and data flow pipelines, cutting redundancy and enabling autonomous reporting solutions and real-time system health monitoring.
- Built a custom dashboard for executives and workflow leads, providing visibility into alert volume, issue categorization, and turnaround metrics to support strategy and surface KPIs.

### WFG Onboarding

- Reduced average intake setup time by 30% through standardization of onboarding protocols and introducing structured handoff playbooks to improve consistency for review operations.
- Directed communications and backup load shifts, maintaining continuity during high-volume events and preserving throughput through proactive issue tracking and timeline estimation.

### Rupeek Fintech

*Business Analyst Intern, Core Sales*

Bengaluru, Karnataka

March 2023 – June 2023

- Reduced manual errors by 20% by refining data intake and building automations, and cut reporting latency by 15%.
- Raised CSAT by 35% by synthesizing customer and field feedback into targeted fixes.
- Boosted salesforce engagement by 65% by designing and scaling the Rupeek Champions initiative across 23 business zones with standardized playbooks.
- Drove 1.5x monthly sales by redesigning processes with cross-functional coordination and data-backed insights; gold campaigns contributed 40% of growth.

## EDUCATION

### Rashtrasant Tukadoji Maharaj Nagpur University

Jan 2021 – Aug 2023

*Bachelor of Engineering, Computer Science and Engineering*

### Government Polytechnic Sadar, Nagpur

Jun 2017 – Nov 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 guidance.