

ROSHAN ROY



B.Tech. Electronics and Communication Engineering:

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CAREER OBJECTIVE

Designing ,running ,and analyzing experiments to solidify insights. Although I do spend a lot of time going through transactions ,the purpose behind it isn't to decide whether to approve or decline. What I do is treat the transactions as research materials.I pick out and analyze all the separate elements and think about which ones could be useful in helping us to develop our automated system ,and in what way.

EXPERIENCE

Senior Associate

Magicpin

06/2019 – Present

- Responsible for data analysis,developing reports and dashboards.Conduct research and made recommendations that strategic business direction.
- Empower department heads to take initiatives and work upfront to complete the project given.Management of weekly workforce requirement, shift planning prepare, publish monthly review,reports to improve efficiency in order to handle the exponential increase in business without increase in team size .
- Collaborating with IT,sales ,brand ,marketing,and content development team in order to ensure a great customer experience.
- Developing operations and service strategies contributing to less than 1 % quality error from 4% and get awarded for MVP for it.
- Training ,mentoring ,performance monitoring for new recruit associates.

Associates

Magicpin

12/2017 – 05/2019

- Assisting and working in real time on tickets created by clients.Ensuring the best quality in the tickets resolved and make sure that all the tickets assigned closed in real time.Supporting sales and marketing team from the backend .
- Using MySQL and excel for data analysis for planning and forecasting the requirements in order to be able to handle the increase in business without any breakdown.
- Working as a fraud associate ,Block the 90 % user which is doing fraudulent activity (at merchant ens) in tickets and made recommendations for automated rejection for such tickets to reduce the time spent and scale up the organisation resources.

Broadcast Engineer (June 2017- Nov 2017)

News world India

- Provided direct solutions and support to the television broadcasting personnel equipment and facilities.

ACADEMIC BACKGROUND

Year(s)	Qualification - Degree / Diploma / Certificate	Board/University	College / Institute	Percentage / CGPA
2013-2017	B.Tech	DIT University	Dehradun Institute of Technology, Dehradun	67%
2012	12th	C.B.S.E	Vivekananda VidyaMandir,Ranchi	78%
2010	10th	C.B.S.E	D.A.V public School, Ara,Bihar	78%

SKILLS

- MySql,Database,Data Analysis,Excel
- Business Process Improvement,Project Scheduling
- Strategic Planning,Leadership

HOBBIES

- Cooking
- Travelling
- Basketball

