



Ashutosh Shandilya

Results-oriented finance professional with over 3 years of experience
Proven ability to synthesize data for strategic decision-making, ensure regulatory compliance, and improve financial processes

CONTACT ME

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Education

MBA Finance	2023-2025
Ajeenkyा DY Patil University	
BBA	2016-2019
JIMS - IP university	
12th	2015-2016
St. Lawrence convent	
10th	2013-2014
St. Lawrence convent	

Certifications

- NISM Series-XII
- Financial Risk Management- New York Institute of Finance
- Financial markets - Yale University
- Project Management - Google
- Business Analysis
- JPMorgan Chase & Co. Excel Skills

Skills

- Financial Analysis
- Credit Risk Analysis
- Excel for Business
- Proficiency in Microsoft Office
- Regulatory Compliance
- Project Management
- Establishing Client Relation

Work Experience

Customer Success Manager Jan 2022-May2023

OCEEDEE

- Managed financial performance by synthesizing data for strategic financial decisions.
- Generated 2160% ROI by Leading Marketing Campaigns
- Upscaled the client retention rate by 25%
- Conducted financial analysis to assess campaign efficiency and client satisfaction, increasing studio sales by 20%.
- Assisted walk-in clients at the studio, providing tailored product recommendations and ensuring a seamless shopping experience
- Managing the E-commerce (Website, Nykaa, Ajio, Tata Cliq luxury, Jaypore)
- Collaborated with a team of 7 associates and business partners

Billing Specialist Aug 2019- Jan2022

Roblox - Ienergizer

- Handled transaction monitoring, dispute resolution, and financial discrepancy analysis, reducing resolution time by 30%.
- Ensured regulatory compliance with financial policies and KYC norms, enhancing operational risk management
- Resolved billing disputes and financial discrepancies, reducing resolution time by 30%
- Trained teams on handling sensitive financial disputes.
- Refunding charges using Google Play console, Vantiv, Xsolla, and various internal tools
- Coordinating with bank and payment gateways

Internship

GMS - Finance Intern Jun 2024 - Jul 2024

- Enhanced financial reporting accuracy and decision-making
- Conducted Ad-Hoc financial analysis by synthesizing historical data
- Account reconciliation and invoice drafting
- Conducted invoice quality audits to identify discrepancies ensuring accurate reporting
- GST principles and filing procedures
- Improved accuracy of monthly income statement and balance sheet reporting
- Developed detailed financial reports and internal control that effectively communicated organizational performance
- Executed a thorough industry analysis for the Service sector
- Developed financial plan with strategic budgeting, forecasting and scenario analysis

Projects

Billing Disputes

- Reviewed and refunded pending dispute cases with U.S. team at Roblox
- Reviewing the suspended Accounts

O'club - NFT

- Volunteered for the launch of NFTs at OCEEDEE
- Studied the NFT space and gathered relevant data
- Worked with the design team to shortlist the designs

Zoko - CRM

- Lead the project with Zoko and Introduced a new CRM software
- Channelized the reviews, queries, sales lead under one platform

Roblox Gift Cards

- Ran a marketing campaign for the launch of Roblox Gift cards
- Finalized special offers for existing users