

# ABHAY KUMAR DUBEY

A results-driven Business Developer with experience in analytics, process coordination, and STEM education. Proficient in Python, SAP CRM, and Power BI, with a strong background in administration and data visualization.

## CONTACT

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## TECHNICAL SKILLS

- CRM (SAP CRM, Salesforce), ERP (Tally ERP), Financial Analysis
- SQL (MySQL), Data Visualization (Power BI), Python, Intermediate Excel
- Market Research, Competitive Analysis, Forecasting, Predictive Analytics

## SOFT SKILLS

- Business Development, Growth Strategy, Client Relationship Management, Revenue Optimization
- Data Analytics, Business Intelligence, Performance Metrics, Process Improvement
- Customer Success, Client Engagement, Problem-solving, Conflict Resolution

## COMMUNICATION

- English
- Hindi
- Bengali

## ACHIEVEMENTS

- Star Performer**(April) and **Special Achievement Award**(September) at TCS (2023)
- Represented my school at **Regional Level Sports Competition** for Volleyball (2013) and Basketball (2014, 2015, 2016, 2017).

## EDUCATION

**City College of Commerce & Business Administration [2018 – 2021]**  
B. Com Accountancy Hons under Calcutta University - CGPA - 7.069

**Kendriya Vidyalaya No. 2 Saltlake [2016 - 2018]** - Commerce – 78.6%  
**Kendriya Vidyalaya No. 2 Saltlake [2016]** – CBSE Matriculation

## WORK EXPERIENCE

**Makersloft [Mar 2024 - Present] - Robotics Trainer-cum-Business Developer**

- Driving growth in STEM education enrollment through strategic initiatives and providing professional training to 500+ students.
- Designed 4+ robotics and programming curricula to enhance student engagement.
- Managing day-to-day operations and improving operational efficiency.

**Tata Consultancy Services [Nov 2022 – Mar 2024] - Information Process Enabler**

- Trained 10+ new hires and optimized workflows, increasing efficiency.
- Resolved 1,000+ monthly client queries for AGL, ensuring 95%+ issue resolution rate.
- Provided technical support to a 20+ member team and proposed process improvements for Australian Project.

## PROJECTS

**Sport or Business? A Study of Role of Money in European Football (2021):**  
Conducted an academic study on European football's \$30B+ industry, analyzing club revenues, €1B+ annual expenditures, and sponsorship trends. Surveyed 200+ respondents, with 70%+ believing money heavily influences the sport. Applied data analysis to assess financial trends and the European Super League controversy.

**Tinker Fest (2023):**

Hosted and co-organized the Annual Tinker Fest Robotics Competition at Science City with 500+ participants, in collaboration with Makersloft and Aakash Education. Supervised 10+ competitions, ensured fair judging, and managed quality control for seamless event execution.

**Kinetic Mirrors (2023):**

This project was made for decoration in collaboration with Phenix Labs. We used Acrylic mirrors and servo motors to make patterns and designs by moving 160 motors (with mirror attached) and Raspberry Pi.

## VOLUNTEERING

**Cadet Warrant Officer at Indian Air Force NCC (2018-2021):**

Earned Grade A in both B & C certifications under the Indian Air Force. Selected to represent West Bengal & Sikkim at the All India Vayu Sainik Camp (2019), competing in 0.22 rifle shooting and drill competitions. Trained in microlight aircraft flying, survival tactics, and leadership through rigorous three-year NCC training.

**Khardah Manan Welfare Society (2023 - 2024):**

This volunteering activity is in collaboration with Phenix Labs. We are teaching basic science and engineering to young rural children and providing exposure to scientific world.

## CERTIFICATION

- Google: Prepare Data for Exploration (Coursera)
- Google: Ask Questions to Make Data-Driven Decisions (Coursera)
- Google: Foundations: Data, Data, Everywhere (Coursera)

