Navin Kishor Singh

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SKILLS SUMMARY

- **Visualization Tools:** Power BI, Tableau
- **Tools/Platforms:** MySQL
- **Soft Skills:** Strategic thinking, Problem solving, Strong communication skills, Persuasive skills

WORK EXPERIENCE

ZEPTO — *DDHM (Deputy Delivery Hub Manager)*   *September 2025-Present*
- Managing end-to-end store operations, including inventory control, order processing, manpower planning, and dispatch coordination.
- Driving operational excellence by optimizing processes to minimize delays and improve service quality.
- Leading and mentoring store teams to achieve productivity and customer satisfaction goals.
- Collaborating with cross-functional teams for seamless operations and timely stock replenishments.
- Tracking performance metrics and implementing continuous improvements for higher efficiency.

INTERNSHIP

ZEPTO — DDHM Intern (Deputy Delivery Hub Manager)   *March 2025 – September 2025*

- Assisted in managing daily store operations including inventory control, order processing, and dispatch coordination.
- Supported manpower planning and shift allocation to ensure smooth store functioning.
- Monitored operational KPIs and helped identify process improvement areas.
- Worked closely with store teams and supervisors to maintain service quality and customer satisfaction.

Business Analyst Intern   *June 2024 - July 2024*
Miles Education/ Bangalore, IN
About: Analyzed and led the analysis of different datasets resulting in the understanding of the key elements affecting the price prediction and product status
Learning Outcomes:
- Achieved 89% accuracy in price predictions and 93% accuracy in product status predictions
- Analyzed various Metal Industry datasets, focusing on sales, revenue, channels, and branding to provide actionable insights
- Managed null values, outliers, and noise present in the datasets using EDA
- Created predictive models from the datasets using machine learning techniques (Random Forest)
- Developed a user-friendly Streamlit app for the client that provides data insights, includes essential SQL queries, and features a prediction page to forecast product price and status based on variable inputs
- Designed dashboards and key performance indicators (KPIs) using Excel, Power BI, and Tableau to support business acumen and decision-making

CERTIFICATES
- Excel Statistics Essential Training: 1 | LinkedIn Learning | August' 23
- Getting Started as a Business Analyst| LinkedIn Learning | September'23

EDUCATION

- **Babu Banarasi Das University**   Lucknow, Uttar Pradesh
  Bachelor of Commerce (hons.); CGPA: 7.38   *August 2017 – May 2020*
- **Gyan Peethika Sr. Sec. School**   Ballia, Uttar Pradesh
  Intermediate Percentage: 64.20%   *June 2015 – May 2017*