

ARPIT ACHARYA

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PROFESSIONAL SUMMARY

MBA graduate and operations leader with 4+ years of experience driving business growth through CRM optimization, workflow automation, and team leadership. Scaled operations 250%+ at a fast-growing ed-tech company by redesigning CRM systems, automating processes with Google Apps Script, and leading a 10+ member team. Skilled at turning manual, inefficient processes into scalable systems through data-driven decision-making and cross-functional collaboration.

PROFESSIONAL EXPERIENCE

Operations Manager | *VG Learning Destination*

Oct 2023 – Present

- Drove 250%+ business growth by optimizing operations, improving processes, and enabling data-driven decision-making across the organization.
- Streamlined end-to-end business operations spanning admissions, student support, and internal functions, improving turnaround time and consistency.
- Led and mentored a 10-12 member operations team, coordinating closely with team leaders to align execution with business goals.
- Managed operational relationships with 30+ franchise partners, strengthening collaboration and consistency across locations.
- Redesigned the CRM with a data-driven lead allocation system, improving enrollment efficiency and lead response time.
- Overhauled backend CRM workflows for post-enrollment operations, reducing manual effort and improving data accuracy.
- Built workflow automations using Google Apps Script, eliminating repetitive manual tasks and freeing up team capacity.
- Partnered with the tech team on redevelopment of the company website, contributing to an improved user experience.
- Created dashboards and reports in Google Sheets, giving leadership real-time visibility into key operational metrics.
- Collaborated with senior management to design and implement scalable process improvements across the organization.

Management Trainee | *The Institute of Chartered Accountants of India (ICAI)*

Nov 2022 – Sep 2023

- Planned and coordinated professional events end-to-end, including logistics, budgeting, vendor management, branding, and marketing.
- Coordinated cross-functional teams to deliver webinars, conferences, and award ceremonies.
- Conducted post-event evaluations to drive continuous process improvement.

EDUCATION

MBA, Dr. B.R. Ambedkar National Institute of Technology (NIT), Jalandhar (2020–2022)

B.Com, Chandigarh University (2016–2019)

SKILLS

Technical: Google Sheets, Google Apps Script, Microsoft Excel, Advanced Excel, VBA, Dashboard Development, Data Analysis, Workflow Automation, CRM Design & Optimization, Process Documentation

Core: Business Operations, Operations Management, Team Leadership, Process Improvement, Franchise Operations, Stakeholder Management, Cross-functional Collaboration, Project Coordination, Change Management

CERTIFICATIONS

- Managing Data Analysis – Johns Hopkins University
- Project Management – Coursera
- Business and Operations Analytics
- Six Sigma White Belt