



Manikanta R

MBA Candidate | HR Analytics | People Analytics | Business Analytics | Research & Data-Driven Decision Making

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PROFESSIONAL SUMMARY

MBA student specializing in human resources, people analytics, and business analytics with 3+ years of professional experience in operations management, customer engagement, and data reporting. Proven ability to analyze operational data, generate performance dashboards, and support data-driven business decisions in fast-paced environments.

Experienced in Excel analytics, KPI reporting, customer insights, inventory management, and operational optimization. Currently pursuing industry certifications, including the McKinsey Forward Program, Aspire Leaders Program, and IBM Data Analytics Certification, to strengthen expertise in data analytics, HR analytics, and strategic business decision-making.

Recognized for analytical thinking, leadership potential, adaptability, and multilingual communication.

SKILLS

Analytics & Data Tools

- Microsoft Excel (Pivot Tables, VLOOKUP, Data Analysis)
- Data Reporting & Dashboard Creation
- KPI Tracking & Data Visualization
- Business Intelligence Fundamentals

HR & Management Skills

- HR Analytics
- Organizational Behavior
- Employee Engagement Analysis
- Leadership & Team Management

Business & Operations

- Inventory Management
- Retail Operations
- Customer Experience Management
- Sales Performance Analysis

LANGUAGES

English

Kannada

Hindi

Tamil

Telugu

PROFESSIONAL EXPERIENCE

Fizzy Goblet

2024 – Present

Senior Customer Advisor | Retail Operations

Bengaluru

- Delivered personalized customer experiences in a premium retail environment.
- Consistently achieved monthly sales targets through customer engagement strategies
- Managed inventory tracking, POS billing, and stock reconciliation
- Prepared daily and weekly Excel reports to track sales performance.
- Coordinated with logistics teams for online order fulfillment

- Handled customer escalations and service recovery situations.

RCM Retail

2022 – 2024

Store In-Charge | Retail Operations Supervisor

Bengaluru

- Managed daily retail store operations including POS transactions and inventory control.
- Used WhatsApp Business platform to engage customers and promote products.
- Monitored stock levels and updated inventory records regularly.
- Trained and supervised junior staff on store operations and customer service.
- Generated weekly sales reports and operational performance updates.

DTDC Courier & Cargo Ltd

2022 – 2022

Operations Assistant | Logistics Support

Bengaluru

- Assisted with logistics coordination and shipment tracking operations
- Maintained delivery and dispatch records for operational reporting.
- Supported route planning and daily courier operations.
- Ensured accurate documentation for shipment management.

PROJECTS

Sales Forecasting Analysis — Asian Paints

- Conducted quantitative forecasting using trend analysis and moving averages.
- Evaluated qualitative forecasting techniques, including expert opinion.
- Analyzed cost efficiency and customer demand trends.
- Developed projections for future sales performance.

Retail Customer Engagement Analysis

- Studied customer purchase patterns in retail environments
- Evaluated impact of customer service on sales performance.
- Identified strategies to improve customer retention.

RESEARCH PUBLICATIONS

Research Paper — AIJFR

From Representation to Influence: A Descriptive Study on Women's Participation in Strategic Decision-Making and Organizational Effectiveness.

- Published in the Advanced International Journal for Research.
- Volume 7, Issue 1 (January–February 2026).

Paper ID: AIJFR2992.

Research Paper — IJIRT

From Algorithms to Judgment: How AI-Assisted HR Decisions Are Reshaping Trust, Fairness, and Human Agency at Work

- Published in International Journal of Innovative Research in Technology.
- ISSN: 2349-6002
- Research focused on management studies and organizational effectiveness.

WHITE PAPERS

AI-Driven Omnichannel Integration and Customer Experience in Modern Retail

- Examined role of AI in customer journey analytics.
- Analyzed omnichannel marketing strategies.

- Studied data-driven customer engagement models
- Evaluated impact of digital transformation in retail.

CERTIFICATES

- McKinsey Forward Program — McKinsey & Company (Pursuing)
- Aspire Leaders Program — Harvard Aspire Institute (Pursuing)
- IBM Data Analytics Certification — edX (In Progress)
- AI for Everyone — IBM
- Data Analytics Basics for Everyone — IBM
- Data Science: R Basics — HarvardX
- Organizational Behavior & Leadership — Northwestern University
- Product Management Fundamentals — University of Maryland
- HR Leadership & HR Management Strategies — Stellenbosch University
- Applied Scrum for Agile Project Management — USMx
- Excel Training: Beginners to Advanced — Great Learning

INTERNSHIPS

Goldman Sachs - Risk Job Virtual Internship

Forage

Deloitte Australia - Data Analytics Virtual Internship

Forage

Fizzy Goblet — Bengaluru

Management Intern | Retail Operations & Brand Strategy

- Conducted a detailed study on retail business dynamics, brand positioning, and customer engagement strategies in a premium fashion retail environment.
- Analyzed store operations, sales performance, inventory flow, and customer interaction processes.
- Evaluated brand management strategies, visual merchandising techniques, and product placement effectiveness.
- Studied customer behavior patterns and purchase decision factors to understand retail market dynamics.
- Prepared an academic internship report highlighting strategic insights for improving retail brand visibility and operational efficiency.

EDUCATION

Nagarjuna Degree College, Bengaluru

2025 – Present

Master of Business Administration (MBA)

Bengaluru

- Specialization: Human Resources & Business Analytics
- Focus Areas: Organizational Behavior, HR Management, Business Analytics, Marketing Strategy
- Active in academic research and management studies

Government First Grade College, Yelahanka, Bengaluru

2023 – 2025

Bachelor of Business Administration (BBA)

Bengaluru

- Percentage: **75.54%**
- Relevant Coursework: Human Resource Management, Organizational Behavior, Marketing Management, Financial Management
- Participated in academic seminars, team projects, and commerce events

Government Pre-University College, Yelahanka, Bengaluru

2020 – 2022

Pre-University Course (PUC – Commerce)

Bengaluru

- Core Subjects: Accountancy, Business Studies, Economics, English
- Built foundational knowledge in business and commerce

DECLARATION

I hereby declare that the information provided in this resume is true and correct to the best of my knowledge and belief. I take full responsibility for the accuracy of the details mentioned above.

Manikanta R

Bengaluru