

# SUBHANKAR TRIPATHI

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## SUMMARY

Business Operations Analyst with 5+ years' experience across sales operations support, partner operations, CRM operations, KPI reporting and process improvement initiatives. Strong Salesforce fit with Sales Cloud, CPQ, reports and dashboards experience, including partner account setups, quoting workflows, operational escalations, SOPs, UAT, cross-system data integrity and cross-functional teams. Self-starter, action-oriented and proactive in fast paced environments, with a track record of navigating ambiguity, competing priorities and infrastructural challenges while improving quote accuracy by 10%, issue resolution time by 25% and operational visibility by 40%.

## EXPERIENCE

### Manguard Plus

Dublin, Ireland

#### Corporate Security Officer (Operations & Compliance Support)

February 2024 – February 2026

- Provided operational support across 4 client sites, monitoring 5+ incident reports weekly and escalating service issues in line with SOPs, SLAs and site procedures.
- Maintained audit-ready incident logs, handover notes and procedure updates, improving traceability and contributing to a 30% reduction in recurring compliance issues.
- Supported operational risk control through site checks, stakeholder updates and disciplined follow-through in a fast-paced, customer-facing environment.

### OCS Group

Dublin, Ireland

#### Security Officer

October 2023 – January 2024

- Performed site checks, access-control monitoring and incident reporting with strict adherence to SOPs, supporting safe operations and timely escalations.
- Prepared shift handovers and operational updates for supervisors, helping maintain service continuity across rotating teams.

### SPAR

Dublin, Ireland

#### Retail Assistant

September 2023 – October 2023

- Handled POS transactions, customer queries and end-of-shift checks with strong attention to detail during peak service periods.
- Supported stock replenishment, inventory checks and daily store operations, keeping product availability and customer service standards consistent.

### Infoblox

Bangalore, India

#### Salesforce Business Analyst / Technical Business Analyst

February 2020 – April 2022

- Supported end-to-end Salesforce and partner-facing sales operations workflows across CPQ, quoting, approvals, deal support, account data and internal stakeholder escalations for global sales teams and channel partners.
- Monitored and resolved 200+ daily internal sales and external channel partner queries at 98% accuracy, reducing operational issue resolution time by 25% while maintaining service standards.
- Coordinated Salesforce CPQ UAT across 8+ quarterly releases in Jira and Confluence to support 100% on-time delivery for the White Glove release programme.
- Improved quoting and reseller support workflows by partnering with Salesforce admins and business stakeholders on approvals, validation rules, reports and dashboards, reducing quote errors by 10%.
- Managed CRM data integrity checks across 60K+ accounts/SKUs, using deduplication, user access checks and audit-ready documentation to improve data quality by 30%.
- Produced Power BI and Salesforce dashboards tracking 12+ KPIs for 40+ stakeholders across weekly operational and monthly executive reviews, improving operational visibility by 40%.
- Created SOPs, training materials and technical documentation for Salesforce process changes, improving adoption, handover quality and cross-functional relationship management.
- Worked as a self-starter across fast paced environment constraints, competing priorities and infrastructural challenges, using a can-do attitude to resolve operational issues and drive structure through ambiguity.
- Recommended automation and system enhancements for Salesforce reporting, CPQ workflows and data governance, improving efficiency and operational excellence.

### Truweight Wellness

Bangalore, India

#### Marketing Analyst / Data Analyst

October 2019 – January 2020

- Supported high-energy business operations through campaign reporting, customer segmentation and operational KPI dashboards, improving SLA adherence by 10%.
- Documented workflow dependencies, data flows and recurring operational issues for marketing, operations and engineering stakeholders, improving cross-functional project alignment by 35%.
- Built anomaly detection and reporting outputs that reduced campaign disruption by 15% and gave teams clearer data-driven decision support.
- Authored user guidance and knowledge transfer materials for workflow changes, lifting user satisfaction by 30%.
- Applied communication skills, interpersonal problem solving and collaborative follow-through to keep internal stakeholders aligned on operational reporting improvements.

### Sify Technologies

Bangalore, India

#### Executive Analyst

November 2016 – September 2019

- Generated operational management information and sales pipeline dashboards with Excel and VBA for 4 business units, achieving 12-15 hours weekly time savings and a 20% increase in sales planning accuracy.
- Authored functional requirements, user stories and process documentation for Salesforce configurations, improving operational efficiency by 20%.
- Mapped and redesigned 5+ cross-functional approval processes, reducing approval times by 25% within 3 months.

- Performed CRM data audits and quality assurance checks across invoice and pipeline workflows, identifying recurring issues and driving continuous improvement.

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## PROJECT

### Operational KPI Dashboard

#### Dublin City University / Portfolio

Led a 7-member Agile team to deliver a cloud-hosted analytics dashboard on AWS EC2, consolidating supply, demand and performance metrics across regions and improving KPI monitoring efficiency by 40%.

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## EDUCATION

### M.Sc. in Electronic and Computer Technology (IoT)

#### Dublin City University

Dublin, Ireland  
September 2023 – March 2025

Relevant focus: Real-time data processing, Python, SQL, Power BI, IoT systems, security and applied AI. Thesis achieved 83% accuracy using CNN, VGG and ResNet; inference speed improved 25% through transfer learning and model pruning.

### B.Sc. in Electrical and Electronics Engineering

#### Sai Vidya Institute of Technology

Bangalore, India  
2016

Final-year project: Wireless Current Collector Monitoring System for Bangalore Metro, enabling real-time safety and position monitoring.

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## CERTIFICATIONS

### Data Science with Python

### Data Science with R

### Analytics with Excel

### Visual Basic for Analytics

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## SKILLS

Business Operations: Partner operations, partner program operations, sales operations support, onboarding, deal registration, referrals, quoting, reseller support, partner inquiries, operational escalations, internal stakeholders, external stakeholders

Salesforce & CRM: Salesforce Sales Cloud, Salesforce CPQ, Salesforce Reports & Dashboards, CRM data integrity, partner account setups, cross-system data integrity, approvals, validation rules, user access checks

Operational Excellence: Process-oriented, operationally disciplined, process improvement initiatives, scalable process improvements, SOPs, training materials, technical documentation, operational risks, compliance with partner program policies and guidelines

Analytics & Performance: SLA monitoring, KPI tracking, performance metrics, data-driven decision making, analytical thinking, Excel, SQL, Power BI, Tableau, Salesforce reporting

Delivery & Collaboration: cross-functional teams, cross-functional relationships management, communication skills, interpersonal skills, problem solving, time management, project management support, Jira, Confluence, UAT, attention to detail, strategic eye

Work Style & AI + Data + CRM: Ownership, accountability, solutions-oriented mindset, proactive approach, can-do attitude, strong work ethic, collaborative, adaptable, drive structure through ambiguity, Salesforce Agentforce, AI CRM, AI agents, AI Data CRM awareness, English

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