Abhishek Jain

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Summary

Economics Undergraduate with 5+ years' experience in data analytics, forecasting and dashboarding. Proven track record of reducing costs, improving model accuracy, and driving strategic insights across fintech and credit domains.

Professional Experience

Manager | Better | Gurugram

- Promoted by **3 levels** within **2.2 years** for exceptional performance and results in cost reduction
- Developed a comprehensive data model for sales & operations (accessing effort on software, calls, emails) to set performance targets — reduced target setting costs by **~45%**.
- Led a two-tier team of 5, managing monthly incentive payouts for all India and US-based sales & operations functions.
- Acted as primary point of contact (POC) for Heads of Departments (HODs); signing authority for India payouts; ensured timely, accurate, and fraud-free disbursements.
- Created **70+ performance metrics** across **17 operations** and **5 sales departments**, enabling precise performance tracking.
- Designed a data-driven performance management system across **20+ departments** for SLA monitoring, underperformance alerts, and HR PiP notifications.
- Built **Contribution Margin** reports to align departmental budgets with unit-level profitability goals.
- Revamped the incentive structure from task-based to file-based system in alignment with Board of Directors — reduced costs per loan by **$43** translating to yearly savings of **~$500K/year**.
- POC for third-party vendors ensuring accurate and timely data ingestion across communication software platforms.
- Led a 2-member team to create and maintain **30+ Looker dashboards**, **200+ coded tiles**, and **40+ dbt models** for operations and sales analytics.
- Primary analytics liaison for Sales & Ops leadership; delivered **80+ ad hoc analysis requests**.
- Mentored junior analysts, resolving data/code queries; conducted **100+ interviews** across data functions.
- Consolidated **25+ dbt models** to streamline code and improve refresh rates by **~88%**, enabling real-time data tracking.
- Oversaw resolution of **200+ Jira tickets** and created **50+ dashboards** for business insights.
- Directed monthly capacity planning across departments to ensure optimal resource utilization.
- Built models to objectively assess productivity, effort, and utilization — reduced LOE by **~90%** and costs by **~20%**.
- Drove cost-reduction efforts by designing performance KPIs and right-sizing staff — **~75% reduction** in headcount.
- Primary POC for managers and leadership for workforce planning, hiring needs, and departmental utilization tracking.

Senior Associate | Indus Insights | Gurugram

- Led a team of 3 associates to monitor PV models and assess impact on NPVs due to marketing strategies.
- Acted as the primary POC for the client — led calls, managed deliverables, and maintained project timelines.
- Developed an Excel-based PV model for a new customer segment using existing models and credit bureau data.
- Conducted validation of existing valuation models — highlighted areas of improvement and improved forecast by **3%**.
- Analyzed latest risk and utilization models; consolidated multiple PV models — reduced model runtime by **~50%**.
- Audited methodology and performance of a loss forecasting model built on **Adaptive Monte Carlo & Markov Chain Metropolis Hastings Algorithm**.
- Applied Bayesian statistics with prior and posterior probabilities to best fit observed Pbads.
- Incorporated pre-payment adjustments and updated LGD definitions — improved loss forecast by **3%**.
- Added an adjustment grid to account for variance across risk scores — improved forecast accuracy by **8%**.
- Designed a **60-page monthly performance dashboard** on Tableau for CXO-level and investment review.
- Developed multiple auto-refreshing Excel reports using **Bash** and **Excel VBA**.
- Conducted deep-dive analysis to identify accounts eligible for membership club rewards.
- Built a **40-page COVID dashboard** on Tableau to monitor daily and weekly impacts of the pandemic.
- Used **SPSS Modeler** to identify drivers of COVID performance for forecasting payment and purchase behavior.
- Oversaw **BT campaigns** targeting low risk but declining performance customers.
- Restructured recurring reporting framework — reduced LOE (level of effort) in report refresh by **~90%**.
- Built a **digital dashboard** to track app and browser usage behavior among customers.

Education

Degree – *Indian Institute of Technology, Kanpur | India*

Accomplishments

- Secured AIR 1598 (JEE Mains) and AIR 2771 (JEE Advanced) among 1.5 million candidates (2015)
- KVPY Fellow, AIR 904 among 100,000 students; awarded yearly scholarship of Rs. 1,20,000 for higher education (2014)

Certifications

CFA Level 1

Extra-Curriculars

- **Head, Startup Internship Program – Entrepreneurship Cell, IIT Kanpur (Apr 2017 – Mar 2018):** Led a 40-member team to organize the Startup Internship Program (SIP), engaging 3000+ startups. Managed the SIP portal and website, serving as the single point of contact for 150+ companies and 500+ students. Handled registrations, hospitality, and logistics for 1200+ attendees during a 3-day entrepreneurship summit, resulting in 104 internship offers.
- **Mess and Canteen Secretary – Hostel 1, IIT Kanpur (Aug 2018 – Apr 2019):** Oversaw daily operations of mess and canteen for 400+ students, ensuring timely, hygienic meals. Coordinated with contractors and vendors to maintain quality, resolve issues, and streamline food services.