

# Jatinder Kumar

Dublin 8, Ireland

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## Professional Summary

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Operations & Data Analyst with 4+ years of experience supporting digital and crypto operations, client onboarding, and process optimisation. Skilled in SQL, Tableau, and Looker to streamline workflows and monitor operational KPIs. Experienced in compliance-driven environments with a customer-first mindset. MSc in Business Analytics with a focus on automation, reconciliation, and performance reporting.

## Key Skills

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Client Onboarding & KYC Coordination  
Reconciliation & Workflow Optimisation  
AML / KYC Familiarity  
Crypto Operations Support  
Data Automation (**SQL, Tableau, Looker**)  
Data Reporting & Dashboarding  
Customer Support & Issue Resolution  
Compliance-first Issue Escalation

## Professional Experience

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### Community Outreach & Social Media Specialist

BitcoinMarketingteam, Dublin, Ireland

*Jun 2025 – Oct 2025*

- Supported crypto operations and client engagement across X and Telegram.
- Monitored transaction-related discussions to identify potential issues and escalate compliance concerns.
- Collaborated with cross-functional teams to optimise operational processes for crypto asset promotions.

### Operations Lead

ShareChat, Bangalore, India

*Apr 2022 – Jan 2024*

- Led end-to-end operational processes, coordinating campaign execution, client onboarding, and performance tracking.
- Built and maintained analytical dashboards in Tableau/Looker to monitor user lifecycle KPIs.
- Implemented SQL-based automation to identify and mitigate fraudulent or non-compliant activities.
- Partnered with compliance and product teams to improve reporting accuracy and workflow efficiency.

### Senior Operations Associate

ShareChat, Bangalore, India

*Apr 2021 – Mar 2022*

- Managed end-to-end campaign execution, driving a 25% increase in user interaction.
- Improved engagement rates by 20% using Clever Tap and Metabase.
- Led creator onboarding and retention programs using CRM tools and digital events.

### Operations Associate

ShareChat, Bangalore, India

*Mar 2020 – Mar 2021*

- Moderated content and managed consumer escalations to ensure platform integrity.
- Analyzed user behavior to grow General Knowledge community by 15%.
- Scheduled and optimized push notifications aligned with audience interests.

### Community Assistant

Fetch.AI, Remote

*Sep 2019 – Mar 2020*

- Developed engagement strategies for Indian community, increasing participation through quizzes and giveaways.
- Created promotional content aligned with brand voice, driving a 10% increase in follower growth.

## Education

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### **MSc Business Analytics**

Dublin Business School, Dublin, Ireland

*Jan 2024 – Feb 2025*

Key Subjects: Machine Learning, Statistics, Data Mining, Python, Data Visualization

### **MBA (Operations/Marketing)**

Lovely Professional University, Punjab, India

*Jul 2017 – Jul 2019*

Key Subjects: R Programming, Operations Research, Marketing Operations, Research Methodology

## Certifications

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- AI Masterclass – Dhruv Rathi Academy (Apr 2025)
- Advanced Excel – Self-paced (Apr 2019)

## Languages

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English (Fluent), Hindi (Fluent), Punjabi (Fluent)