

Lavesh Bhardwaj

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Education

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| Chandigarh University , Mohali, Punjab Bachelor of Engineering – Computer Science and Engineering - CGPA: 8 | Aug 2021 – May 2025 |
| JKG School , Nandgram, Ghaziabad, C.B.S.E. Class XII – 90% Aggregate | Apr 2020 – Mar 2021 |
| JKG School , Nandgram, Ghaziabad, C.B.S.E. Class X – 93% Aggregate | Apr 2018 – Mar 2019 |

Experience

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| Operations Analyst-Customer Success , ClearTax | Jan 2025 – Present |
| <ul style="list-style-type: none">• Spearheaded the self-serving initiative that help in reducing support tickets through client education and automation.• Led onboarding and training for enterprise clients, ensuring smooth adoption of ClearTax's e-invoicing and GST compliance solutions. | |
| Operation Head (Remote) , CUFoodz | Dec 2023 – Mar 2024 |
| <ul style="list-style-type: none">• Implemented Lean Six Sigma principles, leading a cross-functional team in identifying and eliminating bottlenecks; achieved a 25% increase in operational efficiency and reduced cycle time by 30%.• Streamlined processes and workflows to optimize resource utilization and achieve 15% cost-effective operations. | |
| Project Manager Intern (Remote) , WictroniX | July 2023 – Oct 2023 |
| <ul style="list-style-type: none">• Achieved 100% on-time project delivery within budget, ensuring client satisfaction.• Enhanced user-centric design, crafting Figma prototypes, contributing to a 15% improvement in overall user experience. | |

Projects

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| Self Caring – Customer Education & Automation , ClearTax | April 2025 – Present |
| <ul style="list-style-type: none">• Led a customer self-education initiative by analyzing 3000+ support tickets to identify recurring pain points.• Designed comprehensive product guides and video tutorials, reducing dependency on support and enhancing user autonomy.• Improved the accuracy and responsiveness of the AI chatbot by integrating insights from FAQs and common user issues. | |
| OpenScience – Open Source Collaboration Platform | October 2023 – March 2024 |
| <ul style="list-style-type: none">• Developed an open-source collaboration platform for students, enabling project posting, team creation, and interest-based networking for academic and technical collaboration.• Integrated real-time feeds and user dashboards, enabling over 200+ students to showcase their work, engage with peers, and discover similar-interest projects seamlessly. | |

Skills

Languages: Python, JavaScript, C++ , SQL, HTML, CSS

Frameworks and Libraries: React.js, Bootstrap, Tailwind CSS, Pandas, Scikit-learn, NumPy, Matplotlib

Tools and Platforms: Power BI, Tableau, JIRA, Git, Jenkins, Figma, Salesforce, ChatGPT, MS office

Concepts: Project Management, Customer Success, UI/UX Design, Business Analysis, Business Intelligence, Software Testing, CRM, Agile and Scrum