

Nishant Jha

nishantjha31@gmail.com • +91 82104 99970 • Ahmedabad, India

PROFILE

Right hand to the CEO and founder's-office partner who pairs operational ownership with hands-on engineering — turning business needs into structured, well-documented execution across engineering, delivery, HR, and leadership, and driving business-transformation initiatives from intake to closure.

Captures, analyzes, and documents business and stakeholder requirements, then builds the systems behind them — standardized processes and Statements of Work (SOWs), accurate records and operational reporting, and the automation, internal tools, and real-time dashboards that give leadership clear visibility into priorities, capacity, and risk.

Brings a genuine engineering edge: designs and ships cross-platform automation, API integrations, and secure internal services (Node.js, Google Apps Script, SQL) that cut manual overhead and keep data accurate. Keeps day-to-day operations running smoothly, continuously identifies process improvements, and is trusted with confidential information and high-stakes coordination across internal teams, clients, and partners.

CORE COMPETENCIES

Executive Operations: CEO / C-Suite Partnership · Strategic & Business-Transformation Support · Decision Support · Special Projects

Cross-Functional Execution: Requirements Gathering & Analysis · Program Coordination · Stakeholder Management · Accountability & Follow-Through

Reporting & Insight: Leadership Reporting · KPIs & Operational Dashboards · Records, Documentation & Operational Logs · Executive Briefings

Operations: Day-to-Day Operations · Process Standardization & Improvement · SOPs & SOWs · Data Management & Integrity · Troubleshooting & Escalation

PROFESSIONAL EXPERIENCE

Executive Assistant to CEO | Founder's Office & Business Operations

Apr 2025 - Present

Sigma Solve

Ahmedabad, India

- Act as the CEO's operational right hand and founder's-office partner, owning priorities, follow-through, and cross-functional execution across engineering, delivery, HR, and leadership, and supporting business-transformation initiatives from intake to closure.
- Gather, analyze, and document business and stakeholder requirements, then prepare executive briefings, leadership updates, and decision-support materials; capture decisions and action items and drive them to closure across departments.
- Built and maintain delivery workload dashboards, operational reports, and activity logs that give the leadership team real-time, accurate visibility into capacity, assignments, and execution risk.
- Standardized core operating processes, SOPs, and Statements of Work (SOWs); monitored operational efficiency and recommended process improvements that increased scope clarity and alignment between business and engineering.
- Designed and deployed automation — including a GitLab access-automation platform across HR systems, Asana, Gmail, and Google Sheets — that keeps data accurate and in sync across systems, removes recurring manual work, and uses monitoring, retry logic, and escalation to troubleshoot operational issues.
- Run the operating cadence of meetings, reviews, and communications between leadership and stakeholders — ensuring smooth day-to-day operations — and act as liaison to clients and partners.

IT Trainer

Dec 2024 - Apr 2025

Vagaro Technologies

Ahmedabad, India

- Delivered training and documentation on proprietary products; coordinated schedules and progress tracking across departments using Asana.
- Coordinated SDLC adherence and reviewed and approved SRS and SDD documents.
- Mentored a team of trainers and drove continuous-improvement practices.

Customer Support Representative & Subject Matter Expert

Aug 2020 - Feb 2024

TTEC India

Ahmedabad, India

- **Improved CSAT by 25% and reduced resolution times by 25%** by standardizing support processes across cross-functional teams.
- Managed onboarding for 100+ new hires using Asana and LMS platforms.
- Served as subject-matter expert on software tools.

SELECTED PROJECTS

- **Claude AI Usage Reporting & Telemetry System** — cross-platform Node.js background service (Windows / macOS / Linux) compiled to zero-dependency binaries with pkg that automates usage-telemetry collection across a distributed engineering team and syncs it to a centralized Google Shared Drive; engineered with an offline-first durable outbox (exponential backoff with jitter), idempotent search-and-PATCH Drive uploads, HMAC-SHA256-signed webhooks, and a real-time Apps Script admin dashboard — reduced Apps Script lock collisions by 95% by separating compliance and heartbeat write streams.
- **GitLab Access Automation Platform** — automation across the GitLab API, HR systems, Asana, Gmail, and Google Sheets that validates employee status, project assignment, and repository permissions through layered checks, then grants access automatically; includes monitoring, retry logic, and a project-manager verification interface, replacing a slow manual review process.
- **Operations Insights & Delivery Workload Dashboard** — Google Apps Script, Sheets, and API integrations that aggregate project activity, workload, and delivery signals into a real-time operational pulse and KPIs for leadership, surfacing capacity constraints and execution risk early.
- **My Fitness Blueprint — AI-Driven Web Application** — personalized fitness-planning tool built end to end using AI tools, featuring workout tracking, goal setting, and data analysis.
myfittracker.netlify.app

SKILLS & TOOLS

Executive Operations: Business Requirements Analysis · Business-Transformation Support · Decision Support · Executive Communications · Confidentiality

Coordination: Cross-Functional Coordination · Stakeholder Management · Process Improvement · Documentation & Records · Asana (Advanced)

Systems: Node.js Automation & Internal Tools · API Integrations · Google Apps Script · Operational Dashboards · Data & Database Management

Tools: Google Workspace (Sheets, Docs) · MS Office (Excel, PowerPoint) · SQL · Claude AI · ChatGPT

CERTIFICATIONS

[Microsoft Azure Fundamentals \(AZ-900\)](#) · [ICSI | CNSS Certified Network Security Specialist](#) · [Six Sigma Yellow Belt](#) · [Cloud Computing: Core Concepts](#) · [SQL: Database Fundamentals](#) · [Full Stack & Front-End Web Development](#) · [Build Certified - Team Lead](#) · [Enhancing Resilience](#)

EDUCATION

Bachelor of Computer Application (BCA) 2017 - 2019

[Aryabhatta Knowledge University](#)

Higher Secondary (HSC), CBSE *Kendriya Vidyalaya* 2015

Secondary (SSC), CBSE *Kendriya Vidyalaya* 2013

ACHIEVEMENTS

- First place, Inter-District Cricket Tournament; represented the district at the state level.
- Multiple wins in debate and essay-writing competitions.