

# Ribiangwanmi Kharpran

REMOTE OPERATIONS & BUSINESS SUPPORT | DATA | OUTBOUND | AI-ASSISTED WORKFLOWS

Shillong, Meghalaya, India

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## PROFESSIONAL SUMMARY

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Versatile remote operations and business support professional with 7+ years of experience across administrative support, data and spreadsheet operations, auditing and reconciliation, vendor coordination, research, reporting, bookkeeping, B2B client support, sourcing, process documentation, and basic email/outbound operations. Uses AI tools, AI agents, and automation workflows to support research, data processing, documentation, reporting, and repetitive business tasks.

## CORE COMPETENCIES

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- ❑ Administrative & Remote Operations Support
- ❑ Data, Spreadsheets & Reporting
- ❑ Research & Data Collection
- ❑ Operational Auditing & Reconciliation
- ❑ Vendor & Account Coordination
- ❑ Email & Outbound Operations Support
- ❑ B2B Client Support & Follow-Up
- ❑ Sourcing & Procurement Support
- ❑ Bookkeeping & Financial Administration
- ❑ SOP & Process Documentation
- ❑ Project & Workflow Coordination
- ❑ AI Automation & Agent Workflows
- ❑ AI-Assisted Research & Data Processing

## PROFESSIONAL EXPERIENCE

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**Eagle Info Services | Remote**

**Aug 2025 – Aug 2026**

**Administrative Assistant | Full-Time Contract**

- Support large-scale remote email, data, and administrative operations across multiple client accounts, coordinating recurring work, issue tracking, status updates, and follow-up actions.
- Support daily operational oversight across 100,000+ mailboxes, identifying and managing disconnected accounts, vendor-related issues, configuration problems, tagging/status discrepancies, and other exceptions requiring investigation, resolution, or escalation.
- Coordinate with multiple mailbox and infrastructure vendors for account checks, reconnections, issue investigation, escalation, and follow-up through vendor portals and Slack-based workflows.
- Conduct mailbox, sender-account, tagging, domain, and configuration audits; cross-check platform and vendor data to validate account status and identify discrepancies.
- Use Google Sheets functions including XLOOKUP, COUNTIF, and IFS to reconcile operational data, validate records, and maintain clean audit and issue-tracking systems.
- Support Smartlead and Instantly operations including mailbox checks, warmup/configuration reviews, sending-limit issues, domain forwarding checks, and domain/nameserver investigations.
- Execute structured contact-data and export workflows across multiple industries and countries, organizing CSV outputs, Drive folders, naming conventions, and tracking records.
- Document repeatable workflows and SOPs, define validation rules for data-quality checks, and create practical workarounds when tools or documentation are unreliable.
- Use Slack, Notion, Google Workspace, and AI-assisted research/documentation workflows to handle unfamiliar operational tasks independently.

**Syntu Clothing Co. | Shillong, India**  
**Owner | B2B Sales & Client Operations**

**2023 – Present**

- Run a B2B clothing manufacturing business serving schools, sports teams, and organizations, handling client enquiries, requirement discovery, quotations, pricing, order coordination, and relationship management.
- Generate opportunities through referrals, direct outreach, cold calls, in-person visits, WhatsApp, Facebook, and Instagram; follow up with prospects from initial enquiry through purchase.
- Coordinate client requirements across fabric, quality, design, sizing, quantities, deadlines, and budget, then present suitable options, samples, and quotations.
- Track enquiries, follow-ups, repeat customers, and order information using WhatsApp, Google Sheets, notes, and reminders; re-engage existing customers around seasonal purchasing periods.
- Monitor competitor pricing, fabrics, designs, and production methods, and create basic promotional content to support market visibility and inbound enquiries.

**R'Kay Group / R'Kay ProSource Link | Shillong, India**

**2023 – 2025**

**Owner | B2B Sourcing & Procurement**

- Operated a B2B sourcing and procurement service helping customers obtain machinery, equipment, and products not readily available locally.
- Researched suppliers, compared product options, pricing, specifications, and commercial suitability, and coordinated purchasing and delivery requirements.
- Managed supplier and customer communication, requirements, quotations, negotiations, and procurement follow-through from enquiry to fulfilment.

**On & On English School | India**

**2020 – 2023**

**Accounting Bookkeeper**

- Managed routine bookkeeping including fee billing, reconciliations, ledger and spreadsheet maintenance, payment records, receivables, expenses, and vendor receipts.
- Prepared periodic financial summaries and maintained organized, audit-ready documentation for school management.
- Used Excel formulas and structured tracking sheets to improve invoice and payment records while also supporting inventory and general administrative documentation.

**Lamare Wholesale | India**

**2018 – 2020**

**Sales Manager**

- Oversaw daily sales and front-office operations, supporting customer service and smooth day-to-day business activity.
- Managed inventory and stock levels, monitored product availability, and coordinated routine operational requirements.
- Supervised cash-counter activity and transaction accuracy while supporting sales, customer communication, and basic reporting.

**TOOLS & TECHNICAL SKILLS**

**Data & Productivity:** Google Sheets, Excel, XLOOKUP, COUNTIF, IFS, CSV handling, Google Drive, Word, PowerPoint

**Operations & Documentation:** Slack, Notion, Google Calendar, SOPs, trackers, reporting, file/document organization

**Email & Outbound:** Smartlead, Instantly, mailbox/account checks, basic configuration review, operational auditing

**Business & Outreach:** WhatsApp Business, LinkedIn, Facebook, Instagram, cold calling, direct client and supplier communication

**AI, Agents & Automation:** Claude, ChatGPT, AI agents, AI automation, AI-assisted research, data processing, document creation, reporting, process mapping, workflow automation, and repetitive-task optimization

**EDUCATION**

**Business Administration (Marketing Management) Coursework** — Manipal University Jaipur

Relevant study areas: Business Communication, Marketing, Consumer Behaviour, Digital Marketing, Financial Accounting, and Organizational Behaviour.