Ranjeet Singh Loha

(661) 860-2690 | Rsingh-loha@csub.edu | linkedin.com/in/ranjeet-singh | Bakersfield, CA

Education

California State University, Bakersfield — Bakersfield, CA
*B.S. Business Administration, Finance Concentration – GPA **3.5*** — *Expected May 2026*

Bakersfield College — Bakersfield, CA
*A.S. Business Administration & A.A. Liberal Arts – GPA **4.0***

Projects

AI-Powered DOT Compliance Chatbot | *AI Agent Development, API Integration*

- Built a customized AI agent, combining HTML/CSS/Java development with AI tools and API integration, to automatically respond to incoming client inquiries on DOT drug-testing compliance
- Reduced manual response time and improved service consistency for a real client-facing use case

Custom CRM Implementation | *HubSpot*

- Designed and customized a HubSpot CRM system tailored to advising workflows, improving client record accuracy and case-tracking efficiency

Experience

Associate Business Advisor & Marketing Specialist — Bakersfield, CA
CSUB – Small Business Development Center — *Nov. 2025 – Present*

- Perform financial forecasting, variance analysis, and modeling to support client business planning and internal program reporting, translating findings into financial summaries, budget documentation, and reports for internal planning, grant reporting, and partner communications
- Serve as a liaison between clients, consultants, and partner organizations including the SBA, SCORE, Kern County, and CSUB, coordinating services and outreach initiatives
- Maintain organized digital records and case files using CRM and Microsoft Office systems while ensuring strict confidentiality and compliance
- Assist in planning and organizing community outreach events and workshops to support regional small business development

Operations & Finance Manager — Bakersfield, CA
Sangat Express Inc. — *Aug. 2021 – Aug. 2023*

- Managed day-to-day administrative and financial operations, including invoicing, record keeping, and vendor coordination
- Prepared internal financial reports and tracked expenses using Excel-based reporting systems, applying variance tracking to identify cost discrepancies
- Maintained accurate operational records, ensuring full compliance with transportation regulatory filings and documentation requirements
- Coordinated schedules and correspondence between company leadership, vendors, and clients

Contact Center Advisor – Medi-Cal Dental Outreach & Client Services — Bakersfield, CA
Fortuna — *Sep. 2023 – Aug. 2025*

- Managed **50+** daily inbound and outbound calls, providing accurate eligibility and program information to a diverse client population
- Maintained detailed case records in CRM systems to ensure accurate reporting and compliance with program regulations
- Interpreted and explained complex policy guidelines to clients while maintaining strict HIPAA confidentiality standards

Skills

Financial Planning & Analysis: Forecasting, Variance Analysis, Financial Modeling, Budget Documentation, Grant Reporting, Excel-Based Financial Analysis
AI & Technology: AI Agent Development, AI-Assisted Development, API Integration, HTML/CSS/Java, CRM Customization (HubSpot), Website Development, Figma
Program & Stakeholder Management: Cross-Organizational Liaison (SBA, SCORE, Kern County, CSUB), Program Documentation, Outreach & Event Coordination
Systems & Tools: Microsoft Office (Word, Excel, PowerPoint, Outlook, Teams), Google Workspace, CRM Systems, Adobe Suite, Zoom
Compliance: HIPAA Certified, FERPA Awareness, AB 1825/SB 1343 Harassment Prevention, Data Privacy, Regulatory Compliance
Languages: English (Fluent), Punjabi (Fluent), Hindi (Conversational)