



AKASH SHARMA

SENIOR SUPPORT & OPERATION MANAGER

PROFILE INFO

Highly accomplished and versatile professional with a proven track record in managing support and operations for an EdTech company, as well as excelling in UI design and content creation. Seeking an opportunity to leverage my skills and leadership experience to contribute to a dynamic team and drive organizational success.

EDUCATION

2019 - 2023

B TECH (INFORMATION TECHNOLOGY)

SHRI SHANKARACHARYA TECHNICAL
CAMPUS

SKILLS

- **Management:** Operations, Support, Team Leadership
- **Development:** Website & Mobile Application UI designer
- **Writing:** Content Creation, Editing, SEO
- **Tools:** Vs Code, Flutter, HTML-CSS-JS, React JS, Canva, Bootstrap, Python, Excel sheets, Webinar JAM, SQL (Basics), Cyber Security (Basics), Figma, CHATGPT
- **Communication:** Cross-functional Collaboration, Client Relations
- **Problem Solving:** Analytical Thinking, Decision Making
- **Prompt Engineering**

EXPERIENCE

Senior Support & Operation Manager

Be10x (Edu-Tech Co.) | Apr 2023 - Present

- Successfully managed all aspects of support and operations for an EdTech company, ensuring smooth workflows and customer satisfaction.
- Implemented efficient support systems, reducing response time.
- Led cross-functional teams to deliver exceptional service and support to clients.

Content Writer

Freelance & Mad About Sports

(Edu-Tech Co.) | May 2023 - Present

- Developed and maintained content calendars, ensuring timely delivery of high-quality content.
- Conducted thorough research to produce informative and compelling articles.

Front-End Developer (Intern)

Fans INC | Nov 2021 - Feb 2022

- Spearheaded UI design initiatives for mobile apps and web development projects, contributing to a visually appealing and user-friendly interface.



ACHIVEMENT

- *Led the team in achieving a 70% increase in operational efficiency through process optimization. Implemented efficient support systems, reducing response time.*
- *Received accolades for the design excellence of Fans INC, leading to positive user reviews.*
- *Successfully managed and executed content calendars for multiple clients, meeting or exceeding all deadlines.*
- *Implemented innovative solutions resulting in a 30% improvement in prompt response accuracy.*

PERSONAL ATTRIBUTES

- **Adaptable:** *Proven ability to adapt to fast-paced and dynamic work environments, ensuring effective performance in various roles.*
- **Innovative Thinker:** *Known for creative problem-solving and thinking outside the box, contributing fresh ideas to projects.*
- **Collaborative:** *Adept at fostering cross-functional collaboration and building strong relationships with team members and clients.*
- **Results-Driven:** *Demonstrated track record of achieving and exceeding goals, with a focus on delivering measurable results.*
- **Excellent Communication:** *Strong written and verbal communication skills, essential for effective collaboration and client interaction.*

WHAT SETS ME APART:

- **Multifaceted Skill Set:** *Blend of managerial expertise, design proficiency, writing skills, and specialized experience in prompt engineering.*
- **Strategic Vision:** *Ability to see the bigger picture and align individual efforts with organizational goals, contributing to overall success.*
- **Continuous Learner:** *Proactively seek opportunities for professional development and stay abreast of industry trends, ensuring a forward-thinking approach.*
- **Passion for Excellence:** *Dedication to delivering high-quality work, consistently exceeding expectations and driving excellence in all endeavors.*