

AKASH SHARMA

SENIOR PRODUCT GROWTH & OPERATIONS MANAGER

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🏠 CHHATTISGARH, INDIA

PROFILE INFO

A Senior Support & Operations Manager with 2 years of experience, leading teams, optimizing operations, and driving product growth. Skilled in team leadership, user satisfaction, and process improvement, ensuring seamless business operations.

Also a Content Creator at BuyStar, crafting engaging content for the cricket fantasy space, and a Front-End Developer with expertise in HTML, CSS, JavaScript, and Bootstrap, building responsive websites, along with Flutter for building mobile applications.

Bringing a blend of operations, product strategy, and technical skills, I focus on scaling products, enhancing user experience, and delivering business impact.

EDUCATION

B TECH (INFORMATION TECHNOLOGY)

SHRI SHANKARACHARYA TECHNICAL
CAMPUS, BHILAI

2019 - 2023

RELEVANT SKILLS

Operations & Management

- **Team Leadership & Process Optimization** – Leading cross-functional teams to enhance efficiency and streamline operations.
- **Data Management & Backend Tools** – Maintaining and analyzing data across multiple backend systems.
- **CRM Platforms (LeadSquared)** – Managing customer relations and optimizing workflows.
- **Payment Gateways (Razorpay, Jodo, Cashfree)** – Handling transactions and ensuring seamless payment processing.
- **Advanced Excel** – Expertise in data analysis, reporting, and automation for operational efficiency.
- **Customer & User Satisfaction** – Enhancing product experience and resolving user concerns effectively.

Front-End Development:

- **Responsive Web Design** – Building visually appealing and mobile-friendly websites.
- **HTML, CSS, JavaScript, Bootstrap** – Strong technical skills in front-end technologies.
- **Advanced CSS Animations** – Implementing dynamic animations for enhanced user interaction.
- **Website Optimization** – Ensuring fast-loading, high-performance websites with smooth UX.

Content Creation & Sports Analysis

- **Cricket Analytics** – In-depth analysis of teams, venues, and player performance for strategic insights.
- **Fantasy Sports Team Building** – Crafting winning fantasy teams based on performance trends and match conditions.
- **Live Match Commentary** – Engaging audiences with real-time insights and expert analysis.
- **Content Strategy & Audience Engagement** – Creating compelling content to boost engagement in the cricket fantasy space.

RELEVANT EXPERIENCE

SENIOR PRODUCT & OPERATIONS MANAGER

AT BE10X , REMOTE (OFFICE - KOLKATA)

APRIL 2023 - PRESENT

- As a Senior Support & Operations Manager at Be10X, I lead the support and operations team, ensuring smooth execution of processes and enhancing user satisfaction. I work closely with the product team to drive growth, optimize workflows, and improve overall efficiency.
- Managing data across backend tools, handling payment gateway integrations (Razorpay, Jodo, Cashfree), and overseeing CRM operations (LeadSquared) are key aspects of my role.
- Additionally, I focus on process automation, customer retention, and team leadership, ensuring seamless operations and a top-tier user experience.

CONTENT CREATOR & CRICKET ANALYST

AT BUYSTARS , PART TIME (OFFICE - DELHI)

MARCH 2024 - PRESENT

- At BuyStars, a cricket fantasy platform, I create engaging and data-driven content that enhances user experience and engagement. My role involves analyzing teams, venues, and player performances to provide strategic insights for fantasy team building.
 - I also deliver live match commentary, keeping audiences engaged with real-time analysis.
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ADDITIONAL EXPERIENCE

FRONT END DEVELOPER

AT FANSINC as an **INTERN**

NOVEMBER 2021 TO APRIL 2022

- As a Front-End Developer Intern at Fans Inc, a multi-sport news platform and an alternative to Cricbuzz, I was responsible for designing and developing the UI for their mobile app.
- I single-handedly worked on UI/UX design, ensuring a seamless and engaging user experience. Using Flutter and Android Studio, I built responsive and visually appealing interfaces, optimizing performance across devices
- My role involved close collaboration with the team to refine the app's design and enhance user interactions.

PRODUCT OPTIMIZER

AT FANSINC as an **INTERN**

APRIL 2021 TO SEPTEMBER 2022

- As a Product Optimizer at Fans Inc, I focused on enhancing the app's performance, usability, and overall user experience.
 - My role involved analyzing user feedback, making strategic adjustments, and implementing improvements to optimize the app's functionality and engagement.
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PERSONAL ATTRIBUTES

- **Strategic Thinker:** Strong analytical mindset with the ability to optimize products, processes, and user experiences.
 - **Leadership & Team Management:** Experienced in leading teams, fostering collaboration, and driving efficiency.
 - **Problem Solver:** Adept at identifying challenges and implementing effective solutions for business growth.
 - **Tech-Savvy & Adaptive:** Skilled in front-end development, backend tools, and process automation with a keen interest in emerging technologies.
 - **Strong Communicator:** Excellent verbal and written communication skills, ensuring clear coordination across teams.
 - **Detail-Oriented & Organized:** Highly structured approach to managing operations, content, and product optimizations.
 - **User-Centric Approach:** Focused on enhancing customer experience and engagement through data-driven strategies.
 - **Creative & Innovative:** Passionate about content creation, UI design, and sports analytics with a creative mindset.
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