

AKASH KUMAR GUPTA

SUPPORT AND OPERATIONS EXECUTIVE

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PROFESSIONAL SUMMARY:

Dedicated and results-oriented Support and Operations Executive with experience in delivering exceptional customer service and resolving complex issues. Adept at managing support and operation teams, optimizing processes, and ensuring customer satisfaction. Seeking to contribute my skills and expertise to a dynamic organization.

WORK EXPERIENCE:

Shadowfax Technologies Ltd. | Bangalore [April 2024 – Present]

Myntra now Operation

Managed timely order dispatch and ensured accurate inventory maintenance.
Coordinated with internal teams for smooth warehouse and delivery operations.
Monitored daily operational metrics to prevent order delays and stock discrepancies.

Qmin – Premium Food Delivery Support (April 2025 – Present):

Handling end-to-end delivery support for Qmin (Taj Group's luxury food delivery service) with a focus on high customer satisfaction. Coordinating with riders and hotel TL to ensure timely and hygienic deliveries of gourmet meals. Resolving escalations related to delivery status, order quality, and client communication with a premium service mindset.

Nykaa 2-Hour Express Delivery (Q-Com – Dedicated POC):

Actively monitoring order flow, rider availability, and outlet coordination to improve delivery percentage and reduce breach percentage.

Acting as a city-level Point of Contact (POC) to track, escalate, and resolve issues quickly to meet tight SLAs.

Sharing regular reports and insights with team leads to optimize performance and rider management.

Healthkart Hyperlocal

Align operations with 2-hour Healthkart delivery targets to improve attempt% and delivery%.
Ensure timely order dispatch and address operational bottlenecks to meet SLA commitments.
Verify and prevent fake deliveries through monitoring and rider checks.

RCC (Rider Care Centre) – Chat Support (November 2024 – April 2025):

Providing Non-Live Support for rider issues such as payouts, incentives, ID status, and subscriptions.
Also assist in Live Support during peak chat traffic.

Uber Onboarding Process (October 2024):

Actively involved in the onboarding and KYC verification of riders during the Shadowfax-Uber collaboration for the Bike Taxi initiative.

COB Team (April 2024 – September 2024):

Handled onboarding and document verification for delivery partners. Supported increased workflow during Shadowfax's collaboration with Uber for the Bike Taxi project, including CRC verification.

EDUCATION:

- M.Sc. (Chemistry) from T.P.S. College with an aggregate of 70%.
- Bachelor of Science (Chemistry) from R.K.D. College with an aggregate of 60%.
- HSC from A.N. College, Patna with an aggregate of 66%.

SKILLS:

- Adaptability
- Strong Analytical skill
- Problem Analysis and Solving
- Decision Making

LANGUAGES

- Hindi
- English

COMPUTER TRAINING AND CERTIFICATIONS:

- Completed Cloud Computing training at Stl Academy from May 2023 to Dec 2023.
Skills Gain : AWS, LINUX, GIT, GITHUB, GITLAB, DOCKER, ANSIBLE
- Completed Diploma in Computer Application at Adobe Computer Institute from April 2016 to Sep 2016.
Skills Gain : MS Word, MS Excel, MS PowerPoint, MS Access
- Certified Freshdesk Admin
Skills Gain : managing Freshdesk and optimizing customer support operations.