

AKASH KUMAR GUPTA

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CAREER SUMMARY:

Reliable and adaptable professional with experience in support and verification roles. Skilled in communication, problem-solving, and handling tasks efficiently in fast-paced environments.

WORK EXPERIENCE:

Shadowfax Technology Pvt. Ltd. | Bangalore

April 2024 – Present

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.

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.

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

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

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.

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:

LANGUAGES

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| <ul style="list-style-type: none">AdaptabilityStrong Analytical skillProblem Analysis and SolvingDecision Making | <ul style="list-style-type: none">HindiEnglish |
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