
AVNEET KUMAR | MANAGER

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PROFESSIONAL SUMMARY

"I am actively seeking an opportunity to leverage my extensive knowledge and exceptional abilities in the fields of technical support, customer services, and training & development. With a keen focus on professional growth, I am eager to contribute my skills towards the advancement of an organisation. By combining my expertise in these areas, I am confident in my ability to make a valuable impact and drive the growth of any organization I become a part of."

PROFESSIONAL EXPERIENCE

BYJU'S THINK & LEARN PVT. LTD. BANGALORE

Manager L3 Priority Tech Support (USER EXPERIENCE)

Nov 2019 - Nov 2023

- Led and managed a high-performing team of L3 Tech Support professionals, ensuring exceptional user experience and customer satisfaction.
- Led a team of Level 3 technical customer support specialists, providing guidance, training, and mentorship to ensure the delivery of exceptional customer service and technical expertise.
- Collaborated with cross-functional teams, including engineering and product management, to address complex technical issues, identify root causes, and implement long-term solutions.
- Implemented and maintained service-level agreements (SLAs), ensuring adherence to response and resolution time-frames to meet or exceed customer expectations.
- Successfully managed a diverse portfolio of projects encompassing B2B, B2C showcasing exceptional adaptability and expertise in navigating the unique challenges and requirements of each domain.
- Collaborated closely with back-end teams to successfully manage and conduct comprehensive testing of the technical issues tree over Salesforce, ensuring a robust and error-free system for enhanced performance and customer satisfaction.
- Instructed and trained end-User regarding computer/tablet literacy, Clarified software related issues in customer's tablet at various educational events.
- Provide regular reports for management that measure the quality of the technical support services to the customer.
- Prepared regular performance reviews and development plans for direct support.
- Good experience in preparation of test bed, Installation testing, Replication of problem and generation bugs.

BUSINESS DEVELOPMENT ASSOCIATE

July 2018 - Oct 2019

- Drive strategic business growth initiatives through market analysis, client engagement, and partnership development, fostering new opportunities for revenue generation and market expansion. Maintained a regular customer based and actively to develop fruitful new customer relationship
- Emphasised the specific product features that would stand out to customers, showing them product limitations and capabilities
- Implemented effective sales strategies leading to generating **70 Lakhs Revenue**.
- Build strong relationships with clients, provide exceptional sales support, and contribute to the acquisition of new business by effectively promoting the organisation's products/services and identifying customer needs.

SHREE ELECTRICALS AND ENGINEERS PVT. LTD (PROJECT ENGINEER)

June 2017 - June 2018

- Worked as a Project Engineer in a city surveillance project in the organisation.
- Analysed a variety of components including plans, maps and survey reports to ensure efficient project planning.
- Analysed the risk of different projects by taking costs, environmental hazards and regulations into consideration.
- Tested a variety of building materials including steel, concrete and asphalt for quality. Worked 3 months as a company product dispatch and quality check Auditor for and handling major supply logistics for the project.

WORK FAMILIAR TOOLS

- | | |
|--------------------------|---------------------------------|
| • Educreen - Scalefusion | • Lead Squared |
| • Sure MDM | • UX Achieve UXOS |
| • HelpDesk Salesforce | • Order Management System (OMS) |
| • Order Hive | • JIRA |
| • Freshdesk | |

EDUCATION

RAJASTHAN TECHNICAL UNIVERSITY KOTA (RAJASTHAN)

2012-2016

- Gurukul Institute of engineering & Technology Pvt.Ltd.(Electrical Engineering)

RAJASTHAN BOARD OF SECONDARY EDUCATION

2012

- Vidur Navodaya Sn, Sec. School, Kota - Class XII

SKILLS

Staff Management



Sales and Marketing



Strategic planning



Schedule optimization



Policies & procedures



Coaching and mentoring

