



ANKIT KUMAR

CONTACT

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EDUCATION

Bachelor of Computer Applications:
Computer Applications And
Languages

IIMT Engineering College, Meerut,
Uttar Pradesh

PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

SKILLS

- P>Client management
- P>Technical understanding
- P>Knowledge of business operations
- P>Correction action planning
- P>Training implementation
- P>Quality Improvement
- P>Training and demonstration development
- P>Customer Inquiry Management (CIM)
- P>Market trends knowledge
- P>Google Ads
- P>Marketing and advertising
- P>Complaint resolution
- P>Customer service expert
- P>Technical issues analysis
- P>Decision-Making
- P>Planning and Coordination

WORK HISTORY

January 2019 - Current

Senior Analyst, Vaco Binary Semantics LLP, Gurugram, India

- Responsible for providing support to clients via email for setting up their Product Ratings on Google Shopping pages.
- Discovered root causes of problems and identified appropriate solutions.
- Resolve queries/concerns of the clients via email as and when required by considering Service level Agreement -SLA (TAT, TRT & Accuracy)
- Responsible for managing categorized pillars: Handling query for the SMB & LCS clients through email.
- Being Sr Analyst, I do allocation for cases that receive during the aligned shift and completing in given timeline.
- Onboarding new hired agents by providing them training and taking care their quality as well.
- Act as "mentor" being wide knowledge of application and handle the team in absence of my team leader
- Active participation in team meetings and gatherings to understand the new process updates and the challenges that we face during the work.

- Working closely with team leader in order to resolve customer ask and disputes

June 2015 - January 2019

Executive, *SBI Cards & Payment Services Ltd.*, Gurugram, India

- Conducted regular meetings with team to discuss issues, concerns and updates.
- Introduced new methods, practices and systems to reduce turnaround time.
- Utilized appropriate financial tools to manage accounts payable and receivable.
- Anticipated and tracked operational and tactical risks to provide strategic solutions.
- Trained new onboarding candidates.

ADDITIONAL INFORMATION

I have worked with team in VSM (Value Stream Mapping) project for Google Product Ratings and Google Seller Ratings process.

Also, I have been worked as quality specialist for Google Product Ratings.