

# Ashish Kumar

+917303392937 | ashish1995.kumar71@gmail.com | Gurugram, Haryana

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## Summary

Operations Manager with over 3 years of experience in service and banking sectors, known for improving operational efficiency, contract management, reducing costs, and leading cross-functional teams. Proficient with AI tools, CRM. Proven track record of efficiency, dependability, and customer service.

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## Experience

### Operations Manager | 04/2024 - 01/2025

Ideal Prepaid India Pvt. Ltd. | Gurugram, Haryana

- Supervised and mentored the customer support team to deliver timely and effective service.
- Established and monitored customer service performance metrics (CSAT, response time, resolution rate, etc.)
- Handled escalated customer issues and resolved complaints effectively.
- Developed and implemented customer service policies and procedures.
- Collaborated with product, sales, and operations teams to relay customer feedback and drive improvements.
- Trained and mentored 30+ employees, enhancing team productivity by 18% within 6 months.
- Create a contract agreement between client and company and assign it to the executive to get it signed by clients.
- Streamlined inter-departmental communication (Accounts, Stock, Technical), cutting resolution time by 30%.
- working and monitoring help desk cases and assigning them to executives.
- Follow up the pending complaints and maintain records of clients.

### Technical Support Specialist | 04/2023 - 04/2024

Ideal Prepaid India Pvt. Ltd. | Gurugram, Haryana

- Guide customers through software installation, configuration, and updates, improving user adoption by 30% with clear, step-by-step instructions.
- Train customers on product features and best practices, enhancing client retention by 40% through proactive education.
- Provide expert technical support for software, hardware, and network systems via phone, email, and live chat, resolving 80+ daily inquiries with a 98% satisfaction rate.
- Achieved 90% first-call resolution rate through advanced troubleshooting and cross-department collaboration.
- Create a help desk case and resolve it within a timeframe of 24 hours.

### Team Member | 12/2021 - 06/2022

Bank of America | Gurugram, Haryana

- Monitored debit card fraud disputes, ensuring prompt resolution under regulatory norms.
- Handled sensitive customer data with strict compliance, supporting litigation where needed.
- Collaborated with teams to enhance fraud detection strategies and workflow systems.

## **Assistant Manager | 05/2020 - 11/2021**

ICICI Bank Ltd | Gurugram, Haryana

- Handle customer queries and service requests at the branch.
  - Develop and maintain relationships with walk-in customers and existing clients.
  - Cross-sell banking products such as savings accounts, term deposits, insurance, loans, and investment services.
  - Coordinate with other team members and departments to ensure customer needs are met efficiently.
  - Meet assigned sales targets and contribute to overall branch revenue growth.
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## **Skills**

Customer service, Customer Relationship Management, Team Management, Microsoft excel, Microsoft word, Leadership, Time management, Communication skills, Artificial Intelligence, Computer literacy, Team Building, Google Docs, Contract management

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## **Education**

**JK Business School | 2018/2020 | Gurugram, Haryana**

- Student Committee – Led student initiatives for academic and extracurricular engagement.
  - Sports Committee – Managed sports events and athlete coordination.
  - Hostel & Food Committee – Oversaw facility management and student welfare. Vice
  - President of East House (JKBS) – Supervised student activities and events. CSR Club
  - President – Led initiatives for social impact and community development. Organized
  - weekly club meetings and managed communication between 25+ members.
  - Coordinated volunteer initiatives and guest speaker events with multiple live projects.
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## **Live Projects**

- **One Step Greener – TCI Foundation**

Led an environmental awareness initiative, promoting sustainability and green practices.  
Organized community outreach programs and implemented waste reduction strategies.

- **Live Project – Decathlon**

Assisted in event logistics, ensuring smooth operations from setup to dismantling.  
Provided guidance to participants, ensuring safety and proper coordination.