

Akash Gupta

OPERATIONS ASSOCIATE

Personal Profile

Noida,
India
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Links

[LinkedIn](#)

Skills

Communication Skills

Microsoft Office

Ability to work in a team

Advance Analytical Thinking Skill

Ability to Multitask

Effective Time Management

Critical thinking and problem solving

Team leadership

Process Mangement

Data Analysis

Organizational Skills

Problem-Solving

MS Teams

Zoom

Excel

Google Sheet

Customer Service

Languages

English

Hindi

Professional Summary

Highly Motivated, Empathetic and passionate problem-solving engineer dedicated to excellence in the Operations Associate role at an Ed-tech startup. Committed to optimizing processes and delivering high-quality outcomes while understanding and addressing the needs of learners and colleagues alike.

Employment History

Operations Coordinator , Digikull, Noida

06/2022 - Present

- Streamlined learner onboarding to enhance the onboarding experience.
- Planning with program managers, team members, and mentors to design efficient program schedules.
- Hosted and moderated value-driven live sessions for learners.
- Implemented effective feedback mechanisms to monitor program health and addressed learner feedback promptly.
- Proactively engaged with learners to understand their needs and enhance their experience.
- Ensured smooth program operations through effective handling of ad-hoc tasks.
- Organized and optimized daily student tracking, contributing to overall team efficiency.
- Developed and deployed detailed working plans to support daily and weekly operation tasks.
- Efficiently managing the CRM system for 250+ students.
- Spearheaded the creation and implementation of new processes, and KPIs driving company growth.
- Provided valuable day-to-day data to assist the finance and operations teams.
- Managed mentor queries and built effective communications with mentors.
- Coordination with all the teams for smooth day-to-day activity.
- Built systems and processes for streamlining mentor management and performance review in a dynamic environment.

Internship Trainee, Jyoti LTD, Vadodara

07/2017 - 07/2017

- Acquired valuable insights into industrial processes and operations.
- Actively participated in the internship program, gaining a comprehensive understanding of the company's workflow and cross-functional collaboration in achieving common objectives.

Education

M.Tech (Production), GLA University, Mathura

08/2019 - 07/2021

B.Tech (Manufacturing), CIPET: IPT, Lucknow

08/2016 - 06/2019