



DOB 26/02/1995

AKASH KUMAR

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🏠 Gb Palya , Bangalore

OBJECTIVE

To obtain a creative and challenging position in an organization that gives me an opportunity for self-improvement and leadership , which contributing to the symbolic growth of the organization with my innovative and logical skill.

ACCEDEMIC QUALIFICATION

Course	Institute	Board	Percentage
B-Tech	People's College Of Research And Technology (Bhopal)	People's University	73.7 %
12th	Open Schooling	NIOS	58.6 %
10th	G D S Academy (Raxaul)	CBSE	74.1 %

TECHNICAL SKILL

- ⑩ Python Programming Language
- ⑩ Django
- ⑩ Basic Computer knowledge
- ⑩ MS Office

PERSONAL QUALITY

- ⑩ Highly motivated and eager to learn new Technology and methodology.
- ⑩ Accuracy and Attention to details.
- ⑩ Strong leadership skill.
- ⑩ Ability to produce best result in pressure condition.
- Ability to work as individual as well as in group.

EXPERIENCE

- Three Year of experience in Flipkart Process.
- Associated as Operation Executive with **Aegis Ltd(Flipkart Pvt. Limited), Banglore** (1 year)
- Then promoted as Senior Operation Executive in Escalation Department with **Aegis Ltd (Flipkart Pvt. Limited), Banglore** (2 Year--Persuing)

RESPONSIBILITIES

- Working as Seller support consultant for Seller Account Issue Team under Escalation Process.
- Supporting Gold, Silver , Bronze Sellers of Flipkart.
- Responsible for handling all types query of the seller through RE/KAM .
- Frequent interaction with clients to make sure the process run smoothly.
- Handle seller's queries with respect to any issues related to Orders, Listings, Reports,Payment etc. Like Pickup not done, Reattempt tagged, Order status not change, RTD breaches tagged, Account on hold, Location on hold, DAD Pull , Login Issue , MSP enable issue, Listing visibility issue, listing blocked issue, Infringement issue , all Payment related issue etc..
- Tools Used : Averger, Theia, API , Console , Bifrost, EKLFlow, OMS Flow, Hercules,SP-911,
- Fulfilment Dashboard, Payments block , SPF API

PERSONAL DETAILS

- Name : Akash Kumar
- Language : English, Hindi
- Permanent Address : Near Royal National school, Brahima, Gopalganj , Bihar, 841423