# **Kaushik Pathak**

Jalandhar, Punjab, INDIA

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## **EXPERIENCE**

# Operations Specialist I June 2025 - Present

Springworks Private Limited, Bengaluru

- Led end-to-end work allocation and TAT follow-ups, ensuring seamless task distribution and on-time delivery across teams and vendors.
- Automated bulk follow-up emails, improving communication efficiency and reducing manual effort by over 65%.
- Acted as primary escalation point for team queries and vendor coordination, driving faster resolutions and smoother operations.

# Operations Intern Dec 2024 – May 2025

Springworks Private Limited, Bengaluru

- Collaborated with internal teams and third-party Vendors to speed up verification checks and correct discrepancies.
- Updated and checked status dashboards for enhanced transparency into verification pipes and turnaround.
- Recognised process bottlenecks and supported process optimisation efforts that lessened delays by 24% with negligible errors.
- Used applications such as Google Sheets, Trello, Power BI, and Official Mail to ensure operational efficiency.

# Video Editor Intern Mar 2022 - Apr 2023

Gulf Time Media, Dubai (Remote)

- Conducted post-production tasks, including sound and video editing.
- Presented and completed projects within tight deadlines along with high production standards.
- Produced 160+ short videos and 10+ full-length videos, boosting consumer reach by 42%.
- Skilled in audio editing, color correction, and online distribution.

## **Assistant Relationship Officer**

Sep 2021 - Jan 2022

WishFin Private Limited, Jaipur

- Bring the average monthly sales increase rate for SCB, Axis, and SBI to as high as 17% on average.
- Utilised customer relationship management (CRM) software to track interactions, maintain records, and optimise workflows.
- Using robust negotiating and convincing techniques to turn lead possibilities into actual sales.
- Consistently met and exceeded sales targets, which positively impacted the company's overall growth.

### **PROJECTS**

## Food Donation web app | MERN Stack, Responsive Web Design

Feb 2022 - May 2022

- Created help through this web-based system for managing food waste.
- Helped restaurants and hotels manage waste more efficiently and reduce their costs of disposal.
- It leveraged data analytics to understand trends, predict needs, and improve operational efficiency.
- Gathered leftover food from hotels and restaurants to donate to charitable organisations and those in need.
- Addressed problems like malnutrition and starvation.

#### **CERTIFICATES**

# **Machine Learning Specialisation (Coursera)**

Aug 2024

Full-stack MERN Development (Lovely Professional University)

Oct 2021

## **TECHNICAL SKILLS**

Languages: Python, C++, HTML, CSS, JavaScript (Basic), SQL

**Technologies/Tools**: Google Sheets/Excel, MySQL, MongoDB (basic)

## **EDUCATION**

## Lovely Professional University, Punjab

2023 - 2025

Master's degree in computer application— CGPA: 8.32

Jalandhar, Punjab

Lovely Professional University, Punjab

2019 – 2022

Bachelor of Science in Information Technology — CGPA: 7.53

Jalandhar, Punjab