AMAN KUMAR

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GitHub: http://www.github.com/Siphonite

PROFESSIONAL SUMMARY

I am a result-driven sales and operations professional with 4+ years of experience in global client relations, now pivoting into tech, blockchain and web3 ecosystem. I am a dedicated builder and learner, actively shipping on-chain projects by combining my existing and growing technical knowledge with AI-driven development workflows. I am looking for a role that allows me to leverage my background in revenue growth and client management while contributing to technical projects. I thrive in environments where I can provide immediate value in operations while staying on the pulse of emerging blockchain technologies.

TECHNICAL SKILLS

Programming Languages: Rust, TypeScript, Python, HTML, CSS

Blockchain & Web3: Blockchain Architecture, Solana Ecosystem, DeFi & DEX, Wallet Integrations, On-Chain vs Off-Chain Architecture

Frameworks & Runtime: Anchor, Node.js, Axum, React

Libraries: Solana Web3.js, Anchor Client, Lightweight Charts, Axios

Databases: PostgreSQL, SQLx (Rust), Supabase

Developer Tools: GitHub, Solana CLI, Anchor CLI, Docker, Postman, VS Code, Linux/WSL

Soft Skills: Sales, Negotiations, Lead Generation, Sales Funnelling, Customer Success

PROJECTS

What's Next? - Solana-Based Candlestick Prediction Market

GitHub: www.github.com/Siphonite/whatsnext | **Live:** www.whatsnext-black.vercel.app

- Built decentralized prediction market on Solana using Rust and Anchor framework
- Implemented on-chain market creation, betting logic, and settlement flow with secure fund management
- Designed global treasury PDA to manage pooled funds and integrated Solana wallets for authentication
- Developed React and TypeScript frontend with real-time price charts for enhanced user experience
- Built Rust backend using Axum framework to manage off-chain logic and indexing
- **Tech Stack:** Rust, Anchor, Solana, TypeScript, React, PostgreSQL, Axum

PROFESSIONAL EXPERIENCE

Sales Specialist | Teleperformance (Remote)

Client: HMD Global Pty Ltd | **September 2024 - October 2025**

- Handled inbound business inquiries from global sellers and provided detailed information on Enterprise Mobility Management, Security Solutions, and IoT Connectivity

- Assessed business needs, facilitated onboarding process for new business clients, and followed up with prospects to ensure smooth client acquisition

- Tracked conversion rates and maintained interaction records to optimize sales performance for business partnerships

Fraud Prevention Analyst | TTEC (Remote)

Client: eBay Australia & New Zealand Pty Limited | **May 2023 - April 2024**

- Monitored and assessed seller account activity to identify potential fraud, policy abuse, and high-risk behaviours across the eBay marketplace

- Investigated complex cases involving disputes and seller performance anomalies, applying trust and safety rules to recommend corrective actions

- Analysed seller metrics and transaction patterns using CRM and risk management tools to maintain audit-ready records and support fraud prevention efforts

Sales Advisor | 24/7.AI (On-site)

Client: Singtel Optus Pty Limited | **November 2022 - May 2023**

- Engaged with Australian consumers to upsell mobile and broadband plans, selling new devices and bundled plans to improve customer retention

- Promoted additional services including international roaming and device insurance to drive cross-sales opportunities

- Maintained high conversion rate for sales inquiries and consistently achieved KPIs

Sales Advisor | Concentrix

Client: MakeMyTrip Limited | **February 2022 - October 2022**

- Assisted domestic and international customers in selecting travel packages and upselling premium plans using GDS (Global Distribution System)

- Negotiated reissuance and refunds to maximize company revenue while ensuring customer satisfaction

- Maintained detailed records of customer interactions in CRM system to enhance future sales opportunities

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EDUCATION

Intermediate in Science | DAV Public School, Hehal, Ranchi | April 2016 - March 2018

Matriculation | International Public School, Ranchi | April 2014 - March 2016

CERTIFICATIONS

- Blockchain Basics - Cyfrin Updraft

- Inbound Sales - HubSpot Academy

- Python for Data Science, AI & Development - IBM