AMAN KUMAR

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PROFESSIONAL SUMMARY

I am a result-driven sales and operations professional with 3+ years of experience in global client relations, now expanding into technology-focused roles across systems and backend domains. I am a dedicated builder and learner, actively working on technical projects and contributing to open-source codebases to learn from real-world systems and production-grade workflows. I am seeking a role that allows me to leverage my background in revenue growth, technical support, and client management while contributing to technical problem-solving. I thrive in environments where I can provide immediate operational value while continuously learning and adapting to emerging technologies.

TECHNICAL SKILLS

Programming Languages
Rust, TypeScript, Python, HTML, CSS

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

Developer Tools
Git & GitHub, Docker (basics), Linux/WSL, VS Code, CLI-based workflows, AI- assisted coding tools (Claude Code, Cursor, Antigravity)

Systems & Backend Fundamentals
API-based systems, request/response lifecycles, background processes, basic concurrency concepts, system workflows, service configuration

Databases
PostgreSQL, SQLx (Rust), Supabase, exposure to database architectures and storage concepts

Soft Skills
Sales, Negotiations, Technical Support, Customer Success

PROFESSIONAL EXPERIENCE

Technical Support Executive, *Teleperformance (Remote)*   09/2024 – 10/2025
Client: HMD Global Pty Ltd
- Provided first-line technical support for enterprise customers across device management, security features, and connectivity services.
- Diagnosed configuration and service-related issues, guided customers through resolution steps, and supported onboarding and activation
- Documented cases and collaborated with internal teams to escalate complex issues and ensure timely resolution

Fraud Prevention Analyst, *TTEC (Remote)*   05/2023 – 04/2024
Client: eBay Australia & New Zealand Pty Limited
- Investigated seller activity to identify fraud, policy abuse, and high-risk behavior
- Analyzed account metrics and transaction patterns using internal tools and CRM systems
- Maintained audit-ready documentation and supported trust & safety enforcement decisions

Sales Advisor, *24/7.AI (On-site)*   11/2022 – 05/2023
Client: Singtel Optus Pty Limited
- 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*   02/2022 – 10/2022
Client: MakeMyTrip Limited
- 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

OPENSOURCE CONTRIBUTIONS:

Opendata (opendata-oss/opendata) — Comitter ⬈, *Open-source time-series database and query engine*
- Improved label handling by implementing canonical ordering to simplify sorting logic and ensure consistent behavior.
- Fixed inverted index range-scan correctness by introducing tuple-style, lexicographically ordered key encoding.
- Prevented runtime panics in PromQL evaluation by replacing them with structured, user-facing errors and adding minimal context-aware handling

PROJECTS

FIRST — Deterministic Crash Testing Framework (Rust) ⬈
Built a deterministic crash-consistency testing framework for storage and WAL-based systems
- Enables reproducible crash/restart cycles and invariant-based recovery validation
- Focused on reliability testing, failure reproduction, and correctness guarantees

What's Next? - Solana-Based Candlestick Prediction Market ⬈
Delivered an end-to-end product with backend, frontend, and system integration
- Implemented secure workflows, real-time data display, and user interactions
- Gained hands-on experience shipping and supporting a production-facing system

EDUCATION

Intermediate in Science, *DAV Public School, Hehal, Ranchi*   04/2016 – 03/2018

Matriculation, *International Public School, Ranchi*   04/2014 – 03/2016

CERTIFICATIONS

- Blockchain Basics - Cyfrin Updraft
- Inbound Sales - HubSpot Academy
- Python for Data Science, AI & Development - IBM