

ABHISHEK KUMAR

New Delhi, India

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PERSONAL PROFILE

Motivated MBA graduate specialising in Sales & Marketing with experience in operations management, team handling, customer coordination, and process supervision. Skilled in communication, leadership, and workflow management with the ability to adapt quickly in fast-paced environments. Seeking remote or operations-based opportunities where organisational and coordination skills can contribute to business growth.

KEY SKILLS

- Team Leadership & Coordination
 - Operations Management
 - Marketing & Sales Support
 - Customer Relationship Management
 - Problem Solving
 - Microsoft Office
 - Time Management
 - Communication Skills
 - Process Improvement
 - Task Planning & Delegation
 - Adaptability & Multitasking
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PROFESSIONAL EXPERIENCE

Junior Assistant – Focus On Value, New Delhi

May 2025 – Mar 2026

- Supervised daily workflow operations for a team of executives to ensure recovery and call targets were consistently achieved, improving operational efficiency and compliance standards.
- Managed daily schedules, appointments, and task allocation for team members, helping reduce delays in reporting and improving coordination between departments.
- Identified operational risks and reporting gaps while monitoring daily performance activities, enabling management to take faster corrective actions.
- Ensured all calls and operational activities followed legal and company compliance guidelines, contributing to smooth audit and verification processes.
- Organised documentation and filing systems for operational records, improving accessibility and reducing document retrieval time for the team.

Team Leader – Flipkart Agency

Jan 2023 – Jan 2025

- Led and supervised a team to maintain high operational productivity and daily performance targets in a fast-paced working environment.
- Trained and guided new team members on workflow processes and task execution, improving onboarding efficiency and reducing supervision dependency.
- Planned and delegated daily operational tasks to ensure timely completion of assignments and consistent team performance reporting.
- Coordinated with team members to resolve workflow challenges and improve overall execution standards aligned with company objectives.

Intern – Sharekhan

Apr 2018 – Jun 2018

- Assisted clients in opening Demat accounts and explained stock market products and services, helping improve customer understanding of investment processes.
- Supported customer interaction activities and documentation verification to ensure smooth account onboarding procedures.
- Developed foundational knowledge of financial markets, stock analysis, and client relationship management during internship training.

Intern – Klearon Pvt. Ltd.

Jul 2018 – Sep 2018

- Supported research and planning activities to understand customer behaviour and market trends for business decision-making.
 - Reviewed and analysed financial records to identify discrepancies and improve reporting accuracy within operational processes.
 - Assisted in maintaining organised financial data and reports, contributing to smoother internal review procedures.
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EDUCATION

NMIMS – Master of Business Administration (MBA) (2021 – 2023)

Institute of Information Technology & Management – Bachelor of Business Administration (BBA) (2016 – 2019)

CBSE – Senior Secondary (12th) (2014 – 2016)

CBSE – Secondary (10th) (2012 – 2014)

CERTIFICATIONS

- Digital Marketing – IIDE
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LANGUAGES

- Hindi
 - English
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INTERESTS

- Sports
 - Technology & Gaming
 - Automobile Enthusiast
 - Music & Singing
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