

Abhishek Kumar Sinha

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Seeking middle to senior level assignments in process & operations Management with a leading organization of repute in IT sector preferably in Gurgaon/Delhi NCR

Profile Summary

- *A Competent professional with nearly 3 years of experience in:*
 - *Operations Management*
 - *Process Management*
 - *Data Reconciliation*
 - *Client Relationship Management*
 - *Team Management*
- *An out-of-the-box thinker with proven track record of establishing processes, SOPs, streamlining workflow & creating team work environment to enhance productivity innovatively.*
- *Demonstrated experience in the practical implementation of detailed project plan for identification of reconciliation to be transitioned / migrated, creation of detailed process documentation including risk mitigation documentation.*
- *Excellent interpersonal skills with problem solving, logical thinking and analytical abilities.*

Core Competencies

- *Mapping client's requirements & coordinating, developing and implementing processes in line with guidelines.*
- *Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.*
- *Preparing MIS reports as per SLA with a view to apprise management of the process operations and assist in critical decision making process.*
- *Assessing the client feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher client satisfaction matrices.*

Organizational Experience

- *Worked with Aspiring Minds Assessment Pvt. Ltd. As Client Servicing Executive-Vocational Assessments.*
 - *Period: 15th December 2015 to 28th February 2016.*
- *Working with Aon CoCubes as Assistant Manager-Vocational Assessments.*
 - *Period: 1st March 2016 till December 2017.*
- *Working with Aon CoCubes as Manager-Vocational Assessments.*
 - *Period: 1st Jan 2019 till date*

Key Results Areas

- *Assistant Manager-Vocational Assessments.*
 - *Single handedly managed the 5 big clients in SSC vertical, delivered flawlessly by conducting assessments in different government schemes (PMKVY & State schemes) which leads in growth of business.*
 - *Mentored the team of 2 members.*
 - *Efficaciously working towards ensuring that the:*
 - ✓ *Team operates effectively & efficiently through appropriate task allocation & the process meets the client SLAs day on day.*
 - ✓ *Control functions are accurately completed with the agreed client demands.*
 - *Deals with different clients & VTP's in terms of ensuring smooth delivery also established good relationship with clients in terms of getting more & more business also responsible for ensuring time to time payment collection from clients.*

- *Client Servicing Executive-Vocational Assessments.*
 - *Worked under Skill India scheme (a central govt. initiative) which involved the different industry specific SSCs (Sector Skill Council).*
 - *Work involved- Assessment Conduction Event management and planning, Team Management, Bulk Data Management & Handling.*
 - *Handling the clients from across India and planning the events as per the requirement.*
 - *Preparing reports of all the events on MS Excel, Word and maintain the MIS of the same.*

Academic Details

- *BE (ECE) from Sagar Institute of Research & Technology (RGTU University), Bhopal in 2015 with 7.53 CGPA.*

Other Courses/Trainings/Workshop

- *Done Industrial training from HCL Career Dev. Center on Embedded system (16 June 2014-20 July 2014).*
- *Attended "Embedded Systems" workshop conducted by Sofcon India Pvt. Ltd.*
- *Attended Robotics workshop conducted by ARK Techno Solutions reference to IIT Bombay in October 2013.*
- *Made Lie Detector Circuit as a final year Project with the help of heart beat sensor & Galvanometer Skin Sensor.*

Personal Details

- *DOB- 01 July 1993*
- *Father's Name- Ranjit Prasad.*