

## Akshay Kumar

Gender: Male

Marital Status: Single

Nationality: Indian

DOB: 21/2/1999

Language: Hindi, English.

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## CAREER OBJECTIVE

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To excel in a dynamic work environment, become a reference point in my chosen field and maintain quality in every task

## EXPERIENCE DETAILS

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### #Associate – User Experience in Think and Learn Pvt Ltd (BYJU’s): October 2021 to till now

- Data modification and analysis of manual access given to the students.
- Formation and updating the standard onboarding pitch for the team.
- Modification & Analysis of monthly KRA reports as per the requirement of the team using Excel, Leadsquare, Ameyo and Power BI.
- Managed the customer relationship for the first day of the course by onboarding the student to the platform.
- Resolved the doubts if the student face in the future regarding the usage of the product to more than one lakh Byjus Exam Prep Application user and ensuring 100% total customer satisfaction by resolving their issues to ensure the smooth functioning of the course
- Worked on High priority escalation cases from social media with a beneficial resolution to customers and

### #Academic Counselor in Vedantu Innovation Pvt Ltd (Vedantu): September 2020 to January 2021

- Discuss with the parents and counsel the students to help them to find out their weakness and help them to convert the weakness into strength using SWOT methodology on one to one video sessions.
- Turn the relation into sales for the organization.

### #Marketing Associate in Quality Tutorials Pvt Ltd (LiDo Learning): March 2020 to July 2020

- Generating new leads for the business and maintain them with the help of salesforce.
- Maintaining the relations with parents by finding the flaws in the study of the students after a counselling session
- Converting the session into sales for the organization at the end

## SKILLS

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### Technical

- Data Mining, Validation, Cleaning & Modification
- Dashboard Making and Analysis
- SQL, Python, R, C Programming Languages
- Tools – Axure RP, Power BI, Tableau, Leadsquare, Salesforce, Zendesk, Freshdesk, MS Visio & Excel, JIRA

### Non-Technical

- Documentation - BRD, FRD, Use case, User story, Wireframe, UML Diagram
- Requirement Gathering
- Agile Scrum management

## QUALIFICATION

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- **Bachelor of Technology**  
College : Maharishi Markandeshwar Engineering College, Mullana – Ambala  
University : Maharishi Markandeshwar University, Mullana – Ambala, Haryana  
Percentage/CGPA : 8.2  
Year of passing : 2020
- **Higher Secondary Certification**  
School : Radiant Public School, Nanauta – Saharanpur, Uttar Pradesh  
Percentage/CGPA : 64%  
Year of passing : 2016
- **Senior Secondary Certification**  
School : Radiant Public School, Nanauta – Saharanpur, Uttar Pradesh  
Percentage/CGPA : 9.4  
Year of passing : 2014

## CERTIFICATION

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- **Executive certificate program in Business Analytics & Intelligence**  
College : Indian Institute of Management, Rohtak  
Year of passing : 2023 (Pursuing)
- **Certifications from Udeemy**  
Courses : Business Analysis
- **Certifications from Simplilearn**  
Courses : Business Analysis with excel  
Business Intelligence  
MS Excel  
Tableau Training  
Power BI

## STRENGTHS

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- Good Communication Skills
- Good team player and multitasking capabilities
- Proven initiative and ability to work with minimal supervision

## HOBBIES

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- Reading books
- Playing volleyball
- Writing