

# Chandan Kumar

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📍 Sector 15 Noida, 201301

📅 1991 February 15

Resourceful Manager with 10 years of experience in analysing business processes, implementing data driven solutions, improving operational efficiency, and developing business cases. Proven track record in identifying markets, pinpointing opportunities, driving sales, optimizing profits, and generating revenues. Seeking to leverage my expertise to benefit your company.

## PROFESSIONAL EXPERIENCE

2023 January –  
present  
Noida

### **Manager, KHAN GLOBAL STUDIES**

- Lead a cross functional team of 30+ highly skilled professionals to coordinate the planning and implementation of robust solutions for large scale account.
- Oversee Projects from Start to finish, ensuring timely completion of all milestones.
- Coordination with Founder, COO and concern department for smooth functioning of operations.
- Conducted comprehensive market research and analysis, identifying new growth opportunities.
- Developing and maintaining business relationships.

2022 March –  
2022 October  
Noida

### **Junior Management Customer Service, HDFC ERGO**

- Lead a salesteam of 15+ skilled sales professional which Provides information to the customers to their product and service related inquires.
- Developing and maintaining business relationships
- Granting pre-authorizations for medical treatment.
- Developing and maintaining business relationships.

2016 January –  
2022 March  
Noida

### **Senior Operation Executive, Ienergizer.com**

- Lead a 20+ Customer service Professional team which Resolving customer issue and query related to Paytm Mall.
- Coordination with concern department for smooth functioning of operations.
- Ensuring product related information should be validating the product.
- Managing customer centric operation and ensuring customer satisfaction.

2015 January –  
2015 December  
Noida

### **Business Development Executive, Vertex customer management Pvt ltd**

## EDUCATION

present  
Visakhapatnam.

- Executive Program in Business Analytics And Data Driven Decision Making, Indian Institutes of Management (IIM)

2011

- BBA, Punjab Technical University

2008

- Intermediate, U.P Board

2006

- 10th (High School), Bihar school examination Board

## LANGUAGES

Hindi

English

## SKILLS

- MS-office(word, Excel,PowerPoint), Outlook, Salesforce, Zendesk,SQL,Tableau,R, ● Internet Browser: Internet Explorer, Firefox, Chrome. ● Operating System: Windows 7, Windows XP, windows 8.

## INTERESTS

Internet Surfing . Listening to Music.

## STRENGTHS

- Good Observer and Quick Learner
- Positive Attitude
- Adaptability
- Team Player

## ACHIEVEMENTS

- Awarded two times as the monthly best performer at lenergizer.
- Achieved one time annual best quality and three times monthly best quality award at lenergizer.

## DECLARATION

I hereby declare that all the information provided above is true and complete to the best of my knowledge. I understand that any false statements may disqualify me from employment or lead to termination if already employed."

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**Chandan Kumar**