



Vishal Kumar

Senior Operations Associate

Profile

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🎂 28-01-1996

Skills

Core Skills:- *Client Relationship management, Vendor coordination, Project management, Negotiation, Problem Solving.*

Technical Skills:-
MS Excel, MS PowerPoint, Google Sheets, AutoCAD, MS Project, Power BI, Staad Pro.

Management Skills:-
Vendor Management, Customer Relationship Management (CRM), Team Work.

Hobbies

Playing Chess

Education

MBA NIU

2021 - 2023
MBA in Operations, Logistics and Supply Chain management

B.tech CUTM

2016 - 2020
B.Tech in Civil Engineering

Certifications

2017
AutoCAD, Staad Pro

Career objective

Aim to open a school that focuses on overall development and personal growth.

Work experience

Senior Associates • ArabEasy

Sept 2022 - March 2024

- Managed and trained the team on the delivery process, ensuring adherence to procedures diligently.
- Guided the team to ensure 100% on-time delivery of the highest quality through a network of freelancers.
- Coordinated with managers to assess team capacity and utilization, addressing all queries, problems, and issues appropriately.
- Planned 24/7 coverage for team members.
- Ensured proper and regular data gathering.
- Interacted with clients via phone, email, social media, and professional networking to understand their requirements and address feedback, resolving any issues promptly.
- Enhanced efficiency by providing suggestions to optimize existing processes and procedures.
- Hired personnel based on requirements and provided relevant training.
- Provided inspired leadership, motivating and supporting the team within a time-sensitive and demanding environment.

Intern Project Manager • Raamah Project

June 2022 - July 2022

- Client Coordination: Interfaced with clients to gather requirements, ensuring projects were delivered on time and within budget.
- Team Collaboration: Worked alongside designers, architects, and contractors to meet client specifications.
- Reporting: Developed comprehensive project reports and status updates for senior management and clients.

Intern Operations Associate • Younglabs Innovation pvt ltd

March 2023 - May 2023

- Operational Support: Assisted in managing batch processes and addressing customer issues, delivering exceptional service.
- Technical Proficiency: Utilized AutoCAD and MS Project for project support.

Site Engineer • Diversified Energy solutions pvt Ltd

Jan 2020 - July 2021

- Project Oversight: Led construction projects from inception to completion, adhering to budget and quality standards.
- Collaboration: Collaborated with architects, contractors, and stakeholders to develop comprehensive project plans.
- On-site Management: Supervised on-site activities, coordinated subcontractors, and ensured compliance with safety standards.
- Invoicing: Prepared and submitted detailed invoices promptly.

Awards

2019

Achieved 2nd place in the Debate Competition held at CUTM Bhubaneswar during the SWACHH CENTURION SWASTH CENTURION event.

2019

Secured 2nd position in the Carrom (singles) event during the Annual Sports Meet.