VIPIN KUMAR

ECE ENGINEER ||OPERATIONS SUPPORT

CONTACT

+91 97287-43181

Vipinharjai048@gmail.com

PROFILE

 To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

SKILLS

Microsoft office

Android (Java)

E-mail Writing

Team Leader

Facebook Ads

EXPERIENCE

Operations Supports

Interserve Solution Mohali

- Oversee internal and external communications, ensuring timely updates to stakeholders and maintaining a consistent flow of information.
- Collect, analyze, and interpret operational data to drive process improvements and ensure compliance with industry regulations.
- Collaborate with cross-functional teams on product launches, campaigns, and projects to ensure successful execution and alignment with company objectives.
- Identify training needs within the operations team and recommend programs to enhance quality, productivity, and overall team performance.
- Manage relationships with product and service providers, ensuring the timely delivery of resources and maintaining smooth business operations.
- Monitor product performance, gather user feedback, and implement necessary improvements to drive customer satisfaction and market competitiveness.

EDUCATION

CGC Landran

2017-2021

B.Tech./ECE

 6.78cgpa

Course certification

Android (Java)

Network (Telecom)

Email Technical Support and SME 2021

 Teleperformance (Samsung), Mohali

- Resolved workflow issues to optimize team productivity and improve delivery times.

Internship

Organization: BSNL
Cellular Mobile
Telecommunication
Switching Digital
Router configuration

- Diagnosed and troubleshot hardware, software and network issues. Responded to customer inquiries and provided technical assistance. Produced tables, pivot reports and charts for use in key decision- making processes.
- Communicating with customers through various channels. Acknowledging and resolving customer complaints.

Awards and Honors

Achieve Best Performance Awards (Rewards and Recognition)

Highest QA score

Exceed customer expectations and industry standards.