

VIPIN KUMAR

ECE Engineer | Operations Analyst

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Barara, Ambala

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Professional Summary

Analytical and results-oriented Operations Analyst with 4 years of progressive experience, including 1 year in data analytics and 3 years as an SME Team Leader in customer support. Adept at leveraging data to track KPIs, optimize processes, and improve operational efficiency. Skilled in SQL, Excel, and automation tools, with a proven ability to deliver actionable insights that support business decision-making. Strong foundation in technical operations and team leadership, with demonstrated success in driving performance improvements and enhancing customer experience

Key Skills

- Data Analysis (SQL, Excel)
- Operations Research
- Project Coordination
- Digital Marketing Tools (Facebook Ads)
- Telecom Operations
- KPI Tracking & Performance Analysis

Education

B.Tech. (ECE)

Chandigarh Group of Colleges (CGC),
Landran 2017 – 2021
CGPA: 7.00 / 10

Experience

Operation Analyst August 2024 – Present

Interserve Solutions, Mohali

- Successfully managed multiple projects under tight deadlines while upholding high-quality standards.
- Streamlined cross-department communication to enhance information flow and accelerate decision-making.
- Led process automation initiatives, significantly reducing manual workload in daily operations.
- Boosted team productivity through strategic workflow improvements and effective time management.
- Analyzed financial reports and operational processes to optimize budget allocation and improve overall

SME Team Leader 2021-2024

Teleperformance, Mohali

- Implemented performance metrics to monitor individual and collective progress, driving accountability and results-oriented behaviour among team members.

- Acted as a key communication bridge between management and frontline staff, ensuring alignment on goals and expectations.
 - Resolved escalated customer issues with professionalism, maintaining service quality and client satisfaction.
 - Diagnosed and troubleshoot hardware, software, and network issues. Responded to customer inquiries and provided technical assistance. Produced tables, pivot reports, and charts for use.
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Internship

Switching & Router Configuration, (BSNL), Ambala 2020 - 2021

- Gained hands-on experience in real-time network management and troubleshooting.
 - Built a foundational understanding of cellular network architecture and operations.
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Additional Information

Languages: English, Hindi, Punjabi

Awards/Activities: Achieve Best Performance Awards (Rewards and Recognition)

Highest QA score, Exceed customer expectations and industry standards.
