Vinaykumar K

Assistant Manager at BYJU'S

A Product Manager with 3+ years of Experience in the Ed-Tech industry with World's Most Valuable Company working in areas of E-Learning and Innovation in Ed-Tech with another 2+ years of experience in Project Planning and Organisation Development, Management, Staffing, Training.

✉ vinaykumar1234@live.com   ☎ +91-7019341924   📍 Hubballi, KA, IN

EDUCATION

Masters in Business Administration
IT Systems & Human Resource
2019-2021 | ICFAI University, India.

Bachelor In Business Administration
2015-2018 | Karnataka University, India.

PROFESSIONAL EXPERIENCE

Assistant Manager | User Experience
Byjus The Learning App
July 2021 to Present
- Planned, supervised, and Co-ordinated Daily Activity of Sub-level teams.
- Develop Communication between various cross platforms.
- Increased Customer satisfaction rate and reviewed customer feedback to fill the loopholes.
- Teaching Tech and Process for new joiners.
- Developed new resolution protocols to resolve the major issues at the root cause.

Product Specialist | User Experience
Byjus The Learning App
October 2019 to July 2021
- Ensuring Clients grow into Loyal customers.
- Renovating the quality of the product with lots of test processes.
- handling post-sales escalation, taking ownership to satisfy the customer and resolving the issue for customer retention.
- Maintaining 100% system adherence by monitoring and tracking various TATs and SLA laid at each customer interaction point.

Business Development Associate
Byjus The Learning App
April 2019 to October 2019
- Played a role in bringing good revenue to the company.
- Renovated Product Conduction Process.
- Passed Business Correspondents Examination from Indian Institute of Banking and Finance, Mumbai.

Administrator
SVVSangha (R), Hubli, KA, IN
January 2017 to April 2019
- Managed 7 Educational Institutions in Project Planning and Organisation Development, Setting up protocols and Training Teachers and Other Staff's in Organisation Process.

TECH STACK
- Fluent in all computer operating systems
- Microsoft Office
- Salesforce, JIRA, Freshdesk, LeadSquared
- Adobe Creative Suite
- Tally ERP
- SQL - Intermediate

SKILLS
- Project Management
- Product Management
- Team Management
- Agile Methodology
- Scrum
- Strategic Planning & Analysis

LANGUAGES
English | Kannada | Hindi
(Full Professional Proficiency)

PERSONAL PROJECTS
- STEM Education Integration:
Implemented K-12 Education system and Integrated STEM system in 3 schools and helped them to collaborate traditional education to merge with STEM implementation which helps young students to learn subjects based on practicality with help of Science, Technology, Engineering, and Math generating impressive results over the course and Training Teachers for the implementation.

- Study on Effectiveness of Training:
HRM Project of Shanti Food Processing Unit. Documented and studied How Training is Effective in the Advanced Processing Unit installed in SFPI and its structural behavior of different sections.

- Galacto National Management Fest:
Digital Profile Creation of different sectors of MBA studies at National Level MBA management fest conducted at Global Business School, Hubli.

- India Film Project:
Team Head and Director for 8 Teams of Hubli City consisting of 90 people creating 8 short films within 48 hours emphasizing social events.