



Akarsh Baliyan

Operations Executive

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Languages

English

About

With a solid background at Levi's, I excel in customer service and sales through innovative promotions. Passionate about retail, I'm adept at adapting to diverse environments, eager to leverage my skills in temporary roles for immediate impact.

BRANDS WORKED WITH

Levi's

Optum

Revelry Entertainments

Experience



● Associate Software Engineer

Optum | Aug 2020 - Dec 2023

- Led Alt Automation feature, driving cross-functional collaboration to resolve claim production issues and reduce post-production defects from 0.5% to 0.37% through automated testing.
- Coordinated with teams to analyse testing challenges comprehensively.
- Collaborated with a 20-member QA team, mentored six new joiners, and managed a team of 10 for VDI requests.
- Implemented time-saving testing processes and reviewed software documentation for accuracy.



● Marketing and Sales Executive

Levi's | Jun 2020 - Aug 2020

- Provided exceptional customer service to address inquiries, resolve complaints, and ensure customer satisfaction
- Managed sales activities, including retail promotions, events, and partnerships to drive product visibility and sales growth.
- Collaborated with team members to brainstorm ideas and develop innovative marketing initiatives.

● Operations Head

Revelry Entertainments | Feb 2020 - Jul 2020

- Developed and implemented operational strategies to optimize efficiency and productivity.
- Managed resources effectively to meet operational objectives within budget constraints.
- Established and maintained operational policies and procedures to ensure compliance with regulatory requirements and industry standard

Education & Training

● Coventry University London Campus

Global Business MBA,