

# Anthony Arun Abbish

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## Career Objective

To secure a challenging position in a reputable organization to expand my learning, knowledge, and skills. Aims to utilize training and skills to contribute significantly to the company's success.

## Education

Qualifications	Institution Name	Year of Completion
PGDM- Operations & Marketing	IIAM Business School, Visakhapatnam.	2023-25
BBA (H.R. & Marketing)	Aditya Business School, Visakhapatnam.	2016-19.
12 <sup>th</sup> STD	Andhra Loyola College, Vijayawada.	2014 -16
10 <sup>th</sup> STD	Don Bosco high school, Vijayawada.	2014

## Internship Experience

### Hotel Rock Dale, Visakhapatnam – May -June 2024.

- -Monitored and managed inventory levels to ensure optimal stock availability and cost-efficiency.
- Implemented inventory tracking systems to minimize stockouts and prevent overstocking.
- Analyzed consumption patterns to accurately forecast demand and reduce waste.
- Collaborated with suppliers to streamline replenishment processes and maintain stock levels.
- Improved inventory turnover by identifying slow-moving items and adjusting procurement strategies.

### **Creators of Metaverse – Online.**

- Completed Phase 1 & 2 of Creators of Metaverse Student program, a month-long Augmented Reality learning and workplace experience to create basic to advanced level AR Projects using Meta Spark Studio.

## **Work Experience**

### **K12 Techno Services PVT LTD - May 2022 - November 2022**

#### **Position: Assistant Manager – Operations B2B Marketing.**

- Managed customer proposals and information requests, collaborating with the sales team to meet client needs.
- Analysed services and developed marketing strategies while ensuring profitability through detailed costing.
- Coordinated contract signings and product deliveries with sales, finance, technical, and logistics teams.
- Provided customer support, resolving troubleshooting issues and facilitating ERP access.
- Led demand generation activities and optimized team performance for operational excellence.

### **TATA CONSULTANCY SERVICES, HYD, TG - June 2019 - December 2021**

#### **Position: Process Associate**

- Processed client claims as part of the claim adjudication team, ensuring timely completion.
- Handled customer mass posting documents to credit and debit transactions simultaneously.
- Analysed commercial and personal claims, processing them per SOPs to meet SLA deadlines.
- Verified and validated customer identity through fax, papers, and email documents.

#### **Internal Team Lead – Operations:**

- Assigned work, managed quality, and led people management activities within the team.
- Ensured order entry compliance and implemented project management processes to improve backlog management.
- Assisted management with attendance tracking, production, quality, and daily reports.
- Monitored performance, provided feedback, and supported team development.

- Resolved disputes and client issues with prompt, effective resolutions and action plans.

## **Skills**

- Problem Solving
- Relationship Building
- Planning and Coordination
- Customer Support & Service Excellence
- Customer Support
- Figma
- Website design using Elementor Pro – Word Press.
- Microsoft Office
- Team Management

## **Awards**

- Ally of Business Award – from TCS for my personal contribution during covid.
- Beyond Excellence Award – from TCS for making 100% active during the covid.
- Special Initiative Award - from TCS for the success Pilot project of Agile Team
- Best Agile Team Award – from TCS for Overall best performance of my team in Sprints
- Star Performer of the Month (2)- From TCS for Best Production and Quality performance.
- Star of the Month (2 times)- From TCS for Best Production and Quality performance.

## **Languages**

- English
- Tamil
- Telugu

## **Hobbies**

- Playing games
- Watching anime