

Anthony Arun Abbish

+91-9652536272 | Abbish7338@gmail.com

Portfolio Website: <https://anthonyarunabbish.com/>

LinkedIn: <https://www.linkedin.com/in/anthony-arun-abbish-bb23781a5/>

Career Objective

Post Graduate specializing in Operations and Marketing with experience in operations management, customer service, and business strategy. Strong analytical, problem-solving, and communication skills with a proven ability to optimize processes and drive business growth. Seeking an opportunity to contribute my expertise in a dynamic and growth-oriented organization.

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 th STD	Andhra Loyola College, Vijayawada.	2014 -16
10 th STD	Don Bosco high school, Vijayawada.	2014

Professional Experience

K12 Techno Services Pvt Ltd

Assistant Manager – Operations - B2B Marketing | May 2022 - Nov 2022

- Managed financial analysis and customer proposals, ensuring cost-effective solutions for clients.
- Analyzed revenue trends, service costs, and operational profitability, aligning strategies with market needs.
- Coordinated contract signings and product deliveries with sales, finance, technical, and logistics teams ensured compliance with financial regulations.
- Provided customer support, resolving troubleshooting issues and facilitating ERP access.
- Provided data validation & CRM support, optimizing operational workflows and reporting..

TATA Consultancy Services (TCS), Hyderabad

Process Associate - Internal Team Lead – Operations | June 2019 - Dec 2021

- 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.
- Assisted management with attendance tracking, production, quality, and daily reports.
- Ensured order entry compliance and implemented project management processes to improve backlog management.
- Monitored performance, provided feedback, and supported team development.
- Resolved disputes and client issues with prompt, effective resolutions and action plans.

Internship Experience

Hotel Rock Dale, Visakhapatnam

Operations Intern in Inventory Management | 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.
- Analysed 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 by Meta

- 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.

Skills

- Website Design using word press, Elementor pro , Figma.
- Microsoft Office Suite (Excel, Word, PowerPoint)
- CRM & Data Validation through ERP
- Stakeholder Communication
- Problem Solving
- Relationship Building
- Planning and Coordination
- Customer Support

Awards & Recognitions

- Serving as executive committee member -Sergeant at Arms, Toastmasters International.
- Ally of Business Award – TCS (Contribution during COVID-19 operations)
- Beyond Excellence Award – TCS (100% active engagement during COVID-19 operations)
- Special Initiative Award - from TCS for the successful Pilot project of Agile Team operations.
- Best Agile Team Award – TCS (Top performance in sprint projects)
- Star Performer of the Month (2 times) – TCS (Best production & quality performance)

Languages

- English | Tamil | Telugu

Hobbies & Interests

- Playing Video Games
- Reading Manga's & Watching Anime