

## KRANTI KUMAR

+91-9911182883/ 8595592061 | [kranti2222@yahoo.com](mailto:kranti2222@yahoo.com)

Faridabad, Haryana (Open to relocation across India)

---

### SENIOR PROJECT OPERATIONS & TECHNICAL SUPPORT LEADER

#### 15+ years of experience in After-Sales, Project, Customer Success, Technical Operations & Team Leadership

Dynamic and results-oriented service operations leader with a strong record of managing end-to-end after-sales service functions, driving customer satisfaction, and delivering process excellence. Expert in stakeholder management, team development, and aligning customer-centric support strategies with organizational goals. Proven ability to bridge the gap between technical and business teams, lead large-scale operations, and ensure high service quality standards across regions.

---

### CORE COMPETENCIES

- After-Sales Operations Management
  - Technical Service & Support Strategy
  - Customer Relationship Management (CRM)
  - Field Team Leadership (Up to 150 Staff)
  - Escalation & Crisis Management
  - Cross-Functional Collaboration
  - Quality Compliance & Service SLAs
  - Process Optimization & KPI Management
  - Product Testing & Integration (Security Systems)
- 

### PROFESSIONAL EXPERIENCE

#### Customer Delight Manager

IDCUBE Identification Systems Pvt. Ltd. | Dec 2021 – Present

Delhi NCR | Team Size: 15

- Act as a strategic interface between product development team and customer success departments to streamline service delivery.
  - Provide technical guidance and resolution support for internal teams and external clients on electronic security systems.
  - Conduct hands-on product integration and testing to ensure seamless deployment across multiple platforms.
-

## Head – Field Operations

*EasyFix Handy Solutions Pvt. Ltd.* | May 2018 – Dec 2019

📍 PAN India | Team Size: 150

- Directed nationwide installation and servicing operations, ensuring SLA adherence and high customer satisfaction.
- Revamped operational processes and service SOPs to enhance productivity and field efficiency.
- Designed and led training programs focused on both technical skills and customer service behavior.
- Developed KPIs and reporting systems to identify service gaps and optimize performance.

### Key Achievements:

- Reduced escalations by 40% by implementing a root cause analysis (RCA) framework.
  - Boosted service team productivity by 25% through improved field coordination and accountability tracking.
  - Launched service revenue models that exceeded profitability targets within 6 months.
- 

## National Service Head (Sr. Manager – Customer Support)

*STJ Electronics Pvt. Ltd.* | Feb 2008 – Nov 2015

📍 New Delhi | Team Size: 120

- Led customer support and project operations across India for biometric, time-attendance, and access control solutions.
  - Managed enterprise accounts including Ambuja Cements, NDTV, Escorts, Honda Motors, and Hindustan Zinc.
  - Oversaw software integration (Time Office, Payroll) and delivered online/onsite client support.
  - Built scalable service models and increased client retention through superior service delivery.
- 

## Service Manager (North India)

*Hi-Net Infotech Solutions Pvt. Ltd.* | Mar 2006 – Jan 2007

📍 New Delhi | Team Size: 30

- Supervised V-SAT installation and satellite communication support across northern regions.
  - Delivered uptime assurance and remote communication support for clients across sectors.
-

## Junior Telecom Engineer

*Indian Army – Corps of Signals* | Mar 1989 – Jan 2006

- Managed secure radio, satellite, and telecom systems including EPABX, CCTV, and V-SAT networks.
  - Ensured uninterrupted communication during critical missions; trained junior technicians on advanced systems.
- 

## EDUCATION & CERTIFICATIONS

- **Diploma in Electronics & Telecommunications Engineering** – Signal Training Centre, Jabalpur (2004)
  - **Fiber Optic Communication Restoration** – CETE, Noida (2005)
  - **CCNA Training** – CMS Computers Ltd. (2005)
  - **PMP Certification** – Currently Pursuing
- 

## TECHNICAL SKILLS

- Software: MS Office, Technical Reporting Tools
  - Hardware: Networking, Diagnostics, Security Device Integration
- 

## PERSONAL DETAILS

- **Date of Birth:** 8 June 1967
  - **Languages:** English, Hindi
  - **Current Address:** Spring Field Colony, Sector 31, Faridabad
  - **Permanent Address:** 1/56 Prabhat Nagar, Muzaffarpur, Bihar – 842001
-