

AAKASH MOHAN CHAVAN

Operations Specialist & Digital Content Strategist Location: Virar (E), Mumbai - 401305
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PROFESSIONAL SUMMARY

Results-oriented **Operations Specialist** with a diverse background in **E-commerce Logistics (Flipkart/Walmart)**, **Trust & Safety**, and **Financial Sales (Kotak/Yes Bank)**. Proven expertise in Content Moderation, Outbound Delivery (OBD) management, and generating revenue through financial products.

Uniquely skilled in **Generative AI & Digital Content**, leveraging modern tools to optimize workflows and create high-engagement media. Known for discipline and resilience, demonstrated through a professional background in **Parkour & Sports Coaching**.

CORE COMPETENCIES

- **E-commerce Operations:** Catalog Quality Check (QC), Returns Management (RTO), Inventory Updates, Dispatch Coordination.
 - **Trust & Safety:** Content Moderation, Policy Enforcement, Metadata Verification, Fraud Detection.
 - **Financial Sales:** HNI Client Management, ULIP & Insurance Sales, Credit Card Acquisition, KYC Compliance.
 - **Digital & AI:** Generative AI (Video/Image), Motion Graphics, Scriptwriting, Social Media Growth, Canva/Photoshop.
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PROFESSIONAL EXPERIENCE

FLIPKART (Teleperformance) | Mumbai Senior Customer Executive – Operations | April 2024 – Present

- **Operations Management:** Managed the 'Order-to-Delivery' lifecycle, coordinating with logistics partners to resolve delayed shipments and reduce RTO (Return to Origin).

- **Escalation Handling:** Spearheaded the resolution of high-priority complaints regarding Refunds, Replacements, and 'Outbound Delivery' (OBD) failures.
- **Process Compliance:** Maintained 100% adherence to SOPs for seller inventory updates, E-Gift Card redemptions, and warranty claims.

WALMART PROCESS (Om Mekhlin Networks) | Mumbai Quality Analyst – Trust & Safety (Internship) | Oct 2024 – Feb 2025

- **Content Moderation:** Reviewed high volumes of product listings (Images/Descriptions) to ensure compliance with Walmart's Global Trust & Safety policies.
- **Data Verification:** Validated metadata for Adult/Non-Adult categorization, ensuring accurate product visibility and brand safety.
- **Risk Mitigation:** Collaborated with the Quality Team to identify emerging trends in prohibited content, improving AI moderation filters.

YES BANK | Mumbai Sales Officer – Credit Cards (Premium Segment) | [Insert Dates]

- **Revenue Generation:** Achieved monthly sales targets for Premium Credit Cards through corporate desk activities and direct client meetings.
- **Documentation:** Managed end-to-end KYC and application processing, ensuring a zero-rejection rate for submitted files.

KOTAK MAHINDRA BANK | Mumbai Intern – Wealth Management & Insurance | [Insert Dates]

- **Financial Analysis:** Gained expertise in **ULIPs (Unit Linked Insurance Plans)** and Mutual Funds to assist Relationship Managers in portfolio planning.
- **Client Advisory:** Shadowed senior managers in HNI client meetings, learning objection handling and financial need analysis.

FREELANCE & CREATIVE PROJECTS

Freelance Digital Content Strategist | 2022 – Present

- **Brand Marketing:** Designed marketing collaterals (Flyers, Banners, Posters) for local businesses (Cafes, Pubs, Events) using **Canva/Photoshop** to boost footfall.
- **AI Video Production:** Created viral-style motion graphics and animated videos using **Generative AI** and **After Effects** for social media influencers.
- **Content Writing:** Utilized AI tools for Scriptwriting and Copywriting, optimizing YouTube descriptions and social media captions for SEO reach.

LEADERSHIP & EXTRACURRICULAR

Assistant Shadow Coach – Parkour & Gymnastics | Mumbai

- **Team Leadership:** Assisted head coaches in training athletes, emphasizing discipline, safety, and physical agility.
 - **Operational Discipline:** Managed equipment logistics and safety checks for training camps, ensuring accident-free sessions.
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EDUCATION

- **Diploma in IT Professional & .NET Development** | St. Angelo's / YCMOU | 2016 – 2019
- **Content Creation & Animation Course** | Mac Institute | *Mumbai*
2019
- **Certified Google AI Essentials** |2025