

AKASH KUMAR MAHAPATRA

Operations and Escalation Management Specialist

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Professional Summary

Results-driven Operations and Escalation Management professional with 3+ years of experience in high-growth health-tech and enterprise environments. Proven expertise in Founder's Office operations, enterprise escalation governance, cross-functional program management, SOP design, and process optimization. Experienced in managing multi-city operations, resolving high-priority escalations, improving operational stability, and driving measurable productivity improvements. Trusted to work directly with senior leadership and C-suite stakeholders to deliver structured, data-backed solutions.

Work Experience

Aug 2023 – Jan 2026
Bangalore

Escalation Specialist – Founder's Office

Orchard Healthcare Pvt Ltd (Orange Health Labs)

- Led enterprise escalation governance across multi-city operations in Bangalore, Mumbai, Delhi NCR, Hyderabad, Noida, and Gurugram.
- Owned end-to-end resolution of high-priority internal and external escalations, achieving 97% SLA adherence.
- Acted as central escalation authority, driving cross-functional resolution across Product, CRM, Logistics, Doctor Operations, Sales, and Technology teams.
- Conducted Root Cause Analysis (RCA), prepared structured incident reports, and presented strategic recommendations directly to CEO and senior leadership.
- Designed and implemented escalation frameworks, SOP governance models, and quality benchmarks to improve operational compliance.
- Improved team productivity by 25% through workflow optimization and structured tracking mechanisms.
- Presented monthly business review dashboards highlighting escalation trends, risks, and preventive strategies.
- Managed 30+ enterprise partners across insurance, health-tech, and corporate sectors, ensuring stakeholder alignment and service continuity.

Aug 2023 - Sep 2024
Bangalore

CS Executive / Partner Operations Specialist

Orchard Healthcare Pvt Ltd (Orange Health Labs)

- Managed end-to-end CRM workflows, enterprise partner onboarding, revenue coordination, and multi-dashboard operations.
- Handled high-volume partner and customer queries while maintaining SLA adherence and service quality standards.
- Served as primary coordination point between Logistics, Doctor Operations, Inside Sales, and Client Teams to ensure seamless service delivery.
- Resolved operational bottlenecks and critical escalations in fast-paced, high-growth environment.
- Trained and mentored shift teams on escalation handling, CRM best practices, and operational compliance protocols.

Mar 2022 – Jun 2023
Odisha - Jharkhand

- Built structured tracking mechanisms to monitor case status, follow-ups, and resolution timelines.
- Identified recurring operational issues and recommended preventive process improvements.

Sales Executive

Cherubic Laboratories Pvt Ltd

- Increased annual sales by 20% within first year through structured client acquisition and territory planning strategies.
- Developed and managed B2B client relationships, driving revenue growth and long-term retention.
- Implemented a client retention framework that improved customer satisfaction by 15%.
- Streamlined internal communication and follow-up processes, reducing response time by 30%.
- Managed CRM records, sales reporting dashboards, pipeline tracking, and opportunity forecasting.
- Conducted market research and competitor analysis to identify growth opportunities and optimize pricing strategy.
- Negotiated commercial terms with clients while maintaining profitability and service quality standards.

Sep 2024 - Present
Bangalore

COO | (Co-Founded Startup)

BudgetDevHub

- Co-founded and scaled web development startup with 8–10 member cross-functional team.
- Designed operational workflows, pricing models, and client delivery frameworks.
- Oversaw execution governance, quality assurance standards, and project lifecycle management.
- Built partnership ecosystem with Launch Vyapar for expanded digital solutions delivery.
- Led client acquisition coordination and service delivery oversight.
- Owned hiring strategy and team expansion planning, building a scalable structure aligned with business objectives.
- Managed financial planning and budget oversight while contributing to brand identity, logo conceptualization, and product design direction.

May 2025 - Present
New Delhi

Head of Marketing

Launch Vyapar

- Led brand positioning, digital strategy, and growth initiatives.
- Developed integrated marketing campaigns aligned with business objectives.
- Managed partnership alignment with BudgetDevHub to strengthen service capabilities.
- Contributed to client acquisition strategy and digital presence expansion.
- Defined go-to-market strategy, performance marketing roadmap, and lead generation funnels to drive consistent inbound growth.
- Analyzed campaign performance metrics and optimized conversion strategies, improving engagement, visibility, and client acquisition efficiency.

Internships

Mar 2021 – Apr 2021
Bangalore

IoT Intern

ACRANTON TECHNOLOGIES Pvt Ltd

- Designed and developed a Smart Home Automation System using Arduino and Bluetooth integration.
- Built Android-based remote control functionality for real-time device management.
- Successfully tested and validated system performance across multiple electrical appliances.
- Gained hands-on experience in embedded systems, IoT architecture, and hardware-software integration.

Notable Achievements

- ✓ Achieved 97% SLA adherence while leading enterprise escalation governance across six major cities.
- ✓ Increased annual sales by 20% within the first year through structured client acquisition and territory planning.
- ✓ Improved team productivity by 25% through workflow optimization and structured tracking mechanisms.
- ✓ Reduced recurring escalation volume through process redesign and product enhancement collaboration.
- ✓ Successfully retained two key business partners at OrangeHealthLabs by proactively handling critical escalations, rebuilding client confidence, and ensuring high service accountability through effective communication and negotiation.
- ✓ Selected to work under the Founder's Office – Corporate Management alongside the CEO's team as a Corporate Escalation Specialist, successfully resolving high-priority escalations involving business partners, senior stakeholders, and high-profile clients while maintaining strong client satisfaction.
- ✓ Trained and guided CRM team members on escalation handling, service quality standards, and operational best practices, contributing to improved service quality and reduction of avoidable errors within the team.

Projects

Multifunctional IoT-Based Robotic System for Military Applications

- Co-authored and presented research paper at IEEE Conference 2021.
- Designed a multi-sensor (metal detector, motion-sensor) military robot for border surveillance.
- Contributed to system architecture design, embedded programming, and application modeling.
- Published under IEEE conference proceedings as part of academic research initiative.

Business Operations & Marketing Growth Strategy

- Led operational planning, client coordination, and workflow management for web development and business growth initiatives.
- Managed marketing strategies, client engagement, and brand communication to support business development activities.
- Collaborated with teams to improve service delivery, operational efficiency, and client satisfaction across multiple projects.
- Oversaw project execution timelines, client requirements, and internal coordination to ensure smooth delivery of services and business operations.
- Contributed to business expansion efforts by identifying growth opportunities, strengthening client relationships, and improving overall customer experience.

Skills

Performance Reporting & Business Reviews

SOP Design & Compliance Management

Program & Project Coordination

Risk Mitigation & Preventive Strategy

Stakeholder & Partner Management

Process Optimization & Automation

Enterprise Escalation Governance

AI Tools & Prompt Engineering

Operational Team Leadership

Market Analysis

Cross-Functional Operations

Founder's Office Operations

Root Cause Analysis (RCA)

CRM & Partner Operations

People Management Skills

Operations Management

Analytics & Reporting

Microsoft Office Suite

Freshdesk

Zohodesk

Catalyst

Education

2021	Bachelor of Engineering (Computer Science) Sapthagiri College of Engineering, Visvesvaraya Technological University (VTU)
2017	Intermediate (12th) NRI Junior College
2015	Secondary School (10th) Delhi Public School

Accomplishments

Certifications

- **AI Fundamentals & Ecosystem Mastery** - Be10x
- **AI Tools and ChatGPT Workshop** - Be10x
- **Executive Leadership & Influence** - LearnTube.ai
- **People Management & Team Cohesion** - LearnTube.ai
- **Productivity & Motivational Management** - LearnTube.ai
- **Business Intelligence** - LearnTube.ai
- **Operations Management** - LearnTube.ai
- **Quality Management** - Great Learning Academy
- **Project Quality Management** - Great Learning Academy
- **BEA English Proficiency** - beaenglish.co.uk

Languages

English, Hindi, Telugu, Oriya, Bengali