

CHEZHAN KUMAR

OPERATIONS MANAGER

CUSTOMER SUCCESS MANAGER

CONTACT DETAILS



+971 58 916 9518



chethan.ktr@gmail.com



Dubai, UAE (Employment Visa)



[linkedin.com/in/chethanktr/](https://www.linkedin.com/in/chethanktr/)



<https://chethanktr.github.io/portfolio/>

CORE COMPETENCIES

- Operations Management
- Service Delivery
- Customer Success
- Client Retention
- Process Optimisation
- Continuous Improvement
- Data Management
- Data Governance
- Performance Management
- Quality Assurance
- SLA Management
- Stakeholder Collaboration
- Customer Journey Optimisation
- Agile Operations & Systems
- Reporting Dashboards
- Recruitment & Onboarding
- FCR, AHT
- Web Hosting
- Technical Support Operations
- Cross-Functional Collaboration
- Communication Skills
- Team Leadership

The "T-Shaped" Leader

- I am an Operations Manager who speaks the language of engineers. With 14+ years of experience, I bridge the gap between high-level business strategy and deep technical execution.
- I don't just manage people; I engineer efficiency. Whether it's writing Python scripts to automate workflows, leveraging AI agents to optimize processes, or leading data collection across global markets, I build systems that allow teams to scale. My approach combines the empathy of a Customer Success leader with the precision of a Technical Analyst.

KEY ACHIEVEMENTS

- **90%+ Quality Rating:** Maintained consistently high-quality scores with a CSAT of 4.65/5 over 7 years.
- **Process Optimisation:** Streamlined data and service workflows, significantly reducing bottlenecks and improving operational throughput.
- **Team Leadership Excellence:** Built and led high-performance teams supporting ML models, customer success, and technical operations.
- **Strategic Hiring Impact:** Successfully managed end-to-end recruitment to secure top talent for critical operational and technical roles.

WORK EXPERIENCE

OPERATIONS MANAGER

DTEK.ai, Dubai, UAE | Feb. 2024 – Present

Key Deliverables:

Acted as the operational backbone for machine learning projects, managing the flow of data, hardware, and human resources to meet strict SLAs.

- **Strategic Data Governance:** Architected enterprise data strategies to ensure high-quality datasets for Machine Learning model validation. Managed large-scale data collection campaigns across diverse markets including Saudi Arabia, Qatar, and New Zealand.
- **Team Building & Flexible Staffing:** Managed the full recruitment lifecycle for operations executives. Built and deployed agile teams of freelancers for temporary projects, ensuring 100% SLA compliance during peak demands.
- **Technical QA & Testing:** Conducted end-to-end software and hardware testing, serving as the feedback loop between Operations and the Technical/ML teams to report bugs and refine product performance.
- **AI-Driven Optimization:** Modernized operational workflows by integrating AI agents (ChatGPT, DeepSeek, Gemini) to reduce manual overhead and accelerate reporting.
- **Deployment & Client Service:** Managed on-site client deployments, including pre-deployment site surveys, hardware setup, and live troubleshooting to ensure seamless integration.
- **R&D Procurement:** Oversaw the procurement and inventory management of specialized hardware, ensuring the R&D team had the resources needed for innovation without delay.

EDUCATION & CERTIFICATIONS

- **Bachelor of Commerce**
Mangalore University, India | 2012
- **Computer Operating & Programming**
Govt. Industrial Training Institute, India | 2005

TECHNICAL SKILLS

- Salesforce CRM
- HRIS Systems
- Advanced Excel & Reporting
- AI Prompting Expertise
- Executing Python Scripts
- Machine Deployments
- Slack
- Notion

ADDITIONAL INFORMATION

- **Languages Known:** English, Hindi, Kannada

CUSTOMER SUCCESS TEAM LEAD

DTEK.ai, Dubai, UAE | Jul. 2022 – Feb. 2024

Key Deliverables:

- **Regional Leadership:** Steered a team of 10 Customer Success Specialists, expanding support coverage to include all GCC regions plus Turkey.
- **Performance & KPI Management:** Established rigorous daily tracking systems and defined clear Key Performance Indicators (KPIs) to monitor team productivity. This data-driven approach provided real-time visibility into operations, ensuring the team consistently met SLA targets.
- **Cross-Functional Bridge:** Acted as the translator between clients and the Product team, synthesizing user feedback into actionable technical roadmaps.
- **Onboarding Architecture:** Recruited talent and redesigned the client onboarding process to reduce "time-to-value," ensuring clients became proficient with the platform faster.

PEOPLE ENGAGEMENT EXECUTIVE

Dukkantek (Dtek.ai), Dubai, UAE | Mar. 2022 – May 2022

Key Deliverables:

- **Talent Acquisition:** Moved beyond standard keyword matching to identify talent with the right cultural and technical fit, managing end-to-end sourcing and interviewing.
- **Workforce Planning:** Partnered with leadership to define role profiles that aligned with the company's rapid growth trajectory.

TEAM LEAD – TECHNICAL SUPPORT

GlowTouch Technologies, Mangalore, India | Jan. 2014 – Dec. 2021

Key Deliverables:

- **Technical Support Operations Leadership:** Directed end-to-end technical support delivery, sustaining quality scores above 90% and achieving a CSAT of 4.65/5 across client engagements.
- **Workforce Management (WFM) & Optimization:** Managed a 24x7 support operation using WFM systems to maximize agent availability. Focused on strict login/logout adherence and break management to minimize shrinkage, while successfully optimizing Average Handling Time (AHT) to meet efficiency targets.
- **SLA Management:** Devised support operating models and governed Service Level Agreements (SLAs), aligning response, resolution, and quality metrics with client objectives.
- **Data Governance:** Coached and mentored support analysts to accelerate professional growth while enforcing strict data privacy and information security standards.

TECHNICAL SUPPORT REPRESENTATIVE

GlowTouch Technologies, Mangalore, India | 2009 – 2014

Key Deliverables:

- **Infrastructure Support:** Resolved complex technical issues related to web hosting environments, server errors, and DNS configurations, ensuring client satisfaction.
- **Proactive Monitoring & Performance Optimisation:** Monitored hosting platforms in real time to anticipate outages, prevent downtime, and optimise system performance.