RAKESH KUMAR R

Operations & Systems Architect | Business Operations | AI Enablement | Process Automation
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PROFESSIONAL SUMMARY

Operations & Systems Leader with 13+ years of cross-functional expertise steering scalable workflows across AI enablement, IT infrastructure, and complex business operations. Proven track record of leveraging GenAI, multi-agent orchestration (Vertex AI, Gemini), and data automation to engineer high-efficiency pipelines and reduce process cycle times by up to 48%. A strategic problem-solver combining deep technical diagnostics with multi-queue service delivery leadership, specialized in transforming fragmented workflows into governed, tech-driven operating environments.

CORE SKILLS

- **Workflow & Strategy:** Workflow Automation •Business Process Re-engineering •SOP Development •Project Management •Digital Transformation •Change Management •Cross-functional Leadership
- **AI & Automation:** AI Enablement •GenAI •Multi-Agent Orchestration •Prompt Engineering •ETL Pipelines •LLM Evaluation •Gemini •Vertex AI •Claude •Python •n8n
- **Operations & Infrastructure:** IT Infrastructure •API Ecosystems •RPA/Drone Systems •CRM •Vendor & Logistics Management •Governance & Compliance •Systems Troubleshooting •Windows/Mac Support
- **Creative & Design:** Graphic Design •Visual Communication •Brand Identity Systems •Adobe Photoshop •Canva •Google Workspace •Microsoft Office

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PROFESSIONAL EXPERIENCE

Operations & Systems Lead | Edwiser Innovation Hub Pvt Ltd
May 2025 – Jul 2026 | Hyderabad, India (Onsite)

- AI Architecture & Enablement: Spearheaded Generative AI adoption for documentation and reporting frameworks across 7 business units, improving execution consistency by 49% and reducing turnaround time by 30%.
- Process Optimization: Standardized institutional SOPs and procurement workflows, resulting in a 30% reduction in process cycle times for government-backed EdTech initiatives.

Higher Education Consultant | KS Educational Consultancy Limited
Sep 2023 – Feb 2025 | Hyderabad, India (Onsite)

- Systems Coordination: Orchestrated complex student lifecycles and administrative pathways, reducing average graduation time constraints by 48% through structured digital tracking systems.

RPA Technician & Lab Instructor | Flytech Aviation Academy
Oct 2022 – Jul 2023 | Hyderabad, India (Onsite)

- Data Modernization: Digitized manual training records into a centralized, color-coded digital tracking system, boosting operational efficiency by 60%.
- Fleet Readiness: Maintained an 84% fleet readiness rate for DGCA-aligned drone programs through precise systems diagnostics and proactive logging.

Founder & Operations Lead | The Brown Owl
Sep 2021 – May 2026 | Hyderabad, India (Remote / Part-Time)

- E-Commerce Operations: Built and operated an end-to-end creative product venture spanning procurement, vendor management, supply chain coordination, branding, and digital engagement.
- Lifecycle Management: Implemented repeatable workflows for inventory control, order tracking, and seasonal demand planning, enhancing fulfillment speed and operational agility.

Engineer | The Indian Hume Pipe Co. Ltd.
Jun 2018 – Jul 2021 | Hyderabad, India (Onsite)

- Workforce Leadership: Led field execution for heavy water-supply infrastructure across 28+ villages, directing a 24-member workforce and reducing project delays by 85% via strict material management.
- Logistics Optimization: Reduced overall logistics costs by 44% over a 3-month cycle by restructuring Material Flow and eliminating vendor delivery dependencies.

Customer Support Associate (L2) | Amazon
Jul 2016 – Apr 2017 | Hyderabad, India (Onsite)

- Escalation Management: Managed high-volume customer support queues across North American and Indian markets, maintaining a 95% CSAT while resolving complex order-management queries and escalations.
- Multi-Channel Operations: Operated across 5 separate service channels (IN Voice, NA Email, NA Chat, IN Chat, IN Email), smoothly adapting communication formats to meet changing business requirements.

E-Support Officer | Knoah Solutions
Aug 2015 – Apr 2016 | Hyderabad, India (Onsite)

- Technical Troubleshooting: Resolved advanced remote technical issues for Samsung IT products, managing up to 7 concurrent live-chat streams during peak flow while maintaining a 97%–99.8% CSAT.
- Knowledge Continuity: Documented over 300+ technical resolution paths to build a shared team knowledge base and accelerate training cycles.

Visual Systems & Brand Identity Architect | RR Designs
Jan 2012 – Present | Hyderabad, India (Freelance / Concurrent Track)

- Brand Systems: Systematized visual identity architectures for 60+ startups, designing over 30+ reusable visual style guides that improved client brand alignment metrics by 60%.
- Pipeline Execution: Streamlined end-to-end design-to-print production pipelines, coordinating with a local network of physical asset vendors to deliver assets at scale.

IT Support Specialist & Technician | Doorstep Service of IT Products
Jan 2008 – Jun 2021 | Hyderabad, India (Freelance / Concurrent Track)

- Infrastructure Management: Delivered end-to-end technical support for residential and SME clients across 13+ years, managing hardware, operating systems (Windows XP to 11, Apple Silicon), and networks.
- Business Continuity: Awarded Annual Maintenance Contracts (AMCs) for 4–6 internet cafés, keeping hardware downtime 40% lower through component-level diagnostics, repairs, and infrastructure upgrades.

(Early career summary: Office Assistant & EDP Head at Swarnateja Estates; Computer Operator at Venitelife.)

SIDE & FEATURED PROJECTS

- Founder & AI Architect | Millionaires in Making / THE UNASKED (Jan 2026 – Present): Designed a governed AI-native operating environment using multi-agent orchestration to automate lead capture, quoting, and content pipelines, reducing creation time by 80%.
- ETL Pipeline Automation: Architected a Google Sheets & Apps Script pipeline to automate production tracking for 3,500+ assets, achieving an 88.6% completion rate with zero manual follow-ups.
- Infrastructure Deployment (BaLA Gujarat): Spearheaded site execution for 71 distributed school locations, resolving 95% of operational issues on-the-go to ensure infrastructure continuity.

PROFESSIONAL DEVELOPMENT & EDUCATION

Technical Certifications & Specialized Training

- Google APAC Gen AI Academy | Google Cloud
- Build With AI Bootcamp | Google Cloud Developer Community
- Project Management with Microsoft Copilot | Microsoft Professional Development
- Zendesk Customer Service Professional Certificate | Zendesk
- Essential Skills in Adobe Photoshop 2025 Professional Certificate | Adobe
- Remote Pilot License – Small Category (VLOS) | Directorate General of Civil Aviation (DGCA), India
- Technical Domain Training: Google Fi Telecommunications Workflow & Support Infrastructure Systems (Accenture Onboarding Track)

Academic Background

- Bachelor’s in Civil Engineering | JNTU Hyderabad — Coursework completed; degree not awarded
- Intermediate / High School (MPC) | Kakatiya Junior College — May 2009 – Jun 2010