

# VARUN MUKESH BHAMBHANI

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LinkedIn: <https://www.linkedin.com/in/varun-bhambhani-customer-specialist/>

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## SUMMARY

Product Operations Specialist with expertise in workflow automation, feature testing, and process optimization across web, iOS, and Android platforms. Experienced in team coordination, product QA, and operational strategy, with a background in customer-facing roles and digital solutions.

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## TECHNICAL SKILLS

- Product Operations & QA (Android, iOS, Web)
- Workflow Automation (n8n, Zapier, Make.com)
- Customer Relationship Management (CRM tools, LiveChat, Slack, Jira)
- Web & E-commerce Development (WordPress, Magento)
- Payment & Transaction Processing (SBI Pay, PayPal)
- Inventory & Dispatch Coordination

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## PROFESSIONAL EXPERIENCE

### Product Ops Associate, Medial

June 2024 - Present

- Conduct feature testing across Android, iOS, and web platforms, ensuring smooth product rollouts and bug-free releases.
- Collaborate with developers to report, track, and resolve bugs, improving user experience and product performance.
- Built internal workflows using n8n, reducing manual processes by 15%.
- Provide product insights and operational feedback that guide new feature launches and optimizations.

### Customer Relationship Specialist, Devza India Pvt Ltd

Dec 2016 - May 2025

- Oversaw client communications via LiveChat and Email around 50+ Chats and Emails per day, ensuring fast resolution of support queries.
- Oversaw project coordination, aligning deliverables, timelines, and resources.
- Provided operational support, tracking productivity and ensuring alignment with company goals.

### J.B. Enterprises (Sole-Proprietor)

April 2015 - Dec 2020

- Operated a money transfer agency handling domestic & international transactions via Western Union, SBI Pay, and Yes Bank around 10-15 Lakhs per day.
- Oversaw high-value clients and VIP mobile number sales.
- Developed & designed websites and e-commerce portals, leading projects from concept to launch.

### Customer Support Executive, Barclays

August 2014 - Nov 2014

- Supported customers daily around 30+ Customers with mobile and online banking transactions, standing instructions, and account services.
- Handled financial transactions with 100% compliance to bank regulations.
- Resolved customer escalations, ensuring a smooth and secure banking experience.

### Customer Service Executive and Sales Executive, Acropolis IT Solutions

Oct 2011 - March 2012

- Oversaw inbound calls & outbound sales using JustDial leads around 20-30 Customer conversions per day to promote laptops, desktops, and accessories.
- Created & designed the e-commerce store (Magento), including inventory management.
- Coordinated dispatch and delivery logistics, ensuring timely fulfillment.

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## EDUCATION

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<b>Diploma in Web Design and Development</b> Zee Institute of Creative Arts	<b>March 2014 - March 2015</b>
<b>BCA (Final Year Dropout)</b> St. Angelos Computers Limited	<b>June 2011 - Feb 2014</b>
<b>Higher Secondary Certificate</b> Hansaraj Moraji Public High School and Junior College	<b>Feb 2010 - March 2011</b>
<b>Secondary School Certificate</b> St. Blaise High School	<b>June 2011 - Feb 2014</b>

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## ADDITIONAL INFORMATION

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- **Languages:** English, Hindi.
- **Certifications:** The Fundamentals of Digital Marketing (Google), Technical Support Fundamentals (Coursera), Managing a Customer Service Team (LinkedIn), Customer Service Foundations.