

Abhishek *Kumar*

POLICY OPERATIONS · MANDARIN · SUPPLY CHAIN & SAP

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2+

years corporate
experience

5+

global markets
reviewed

100+

ad reviews
a day

3

working
languages

Profile

Policy operations professional with **2+ years of corporate experience** at Concentrix India on the Google Ads process. BA (Hons.) Mandarin, JNU; native-level English and Hindi. Skilled in SAP and Power BI — aiming for an MBA in Supply Chain Management.

Experience

2+ YEARS

Concentrix India — Sr. Representative, Transaction Process

Sep 2024 – Present

Google Ads process (client: Google) · Election & political ads · New Delhi · Full-time

- Review political ads against Google's ad policies across 5+ global markets.
- Handle case appeals and advertiser verification for political and non-political campaigns.
- 100+ reviews a day on SLA through the 2024 US, UK and EU elections.

Recognised with the **STAR Employee Award**.

VESPER Telecom — Client & Sales Operative

Oct 2023 – Jul 2024

B2B sales & APAC client relations · New Delhi · Freelance

- Researched APAC markets and built a tailored pitch deck for each client.
- Coordinated client follow-ups and documented the onboarding flow.

Supply chain

NEXT STEP

Aiming for an **MBA in Supply Chain Management**. Skills learned:

- **SAP S/4HANA** — orders, materials and inventory in one ERP.
- **SAP Ariba** — sourcing and procurement.
- **Power BI** and **SQL** — dashboards and reports for decisions.

AI fluency

- Humanities background — hands-on daily with Claude, Claude Code and Agent Skills.
- Designed and built my own portfolio website with Claude Code.
- Certified by Anthropic: AI Fluency · Claude Code 101 · Introduction to Agent Skills.

Skills

Policy & ops

Political ads · Content moderation · Appeals · Advertiser checks · SLAs

Supply chain & data

SAP S/4HANA · SAP Ariba · Power BI · SQL · Excel

Research

Geopolitics · APAC market research · Chinese sources · Report writing

Tools

Excel & Sheets · Google Workspace · Python basics · Notion · Asana

Education

BA (Hons.) Mandarin — Jawaharlal Nehru University (JNU), New Delhi

2020 – 2023

Centre for Chinese & South East Asian Studies (CCSEAS) · Rigorous coursework, strict marking

Class XII — BSEB, Begusarai · Class X — BR DAV Public School, Begusarai

Extras

- Sino-Indian Conference (border issues) — CCS, Delhi
- Indonesian cultural event & Greek literature volunteer — JNU

Languages

English — native-level

Hindi — native

Mandarin — HSK 4–5