Kavya Ajit

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Summary

Strategy and business transformation professional with 7+ years of experience, including the CEO's Office of a tech-first, consumer-facing business, where I turned ambiguous problems into working systems and measurable results across operations, marketing and technology. At ease with C-suite and senior audiences: won CEO sign-off and presented reforms to a District Collector. Twice faced the UPSC Civil Services interview board. Elected Batch Representative at IIM Ahmedabad after an open campaign debate. Analytical, resilient and quick to adapt in ambiguity; now studying how to use AI to improve business processes.

Professional Experience

CEO's Office | KAS Mentor (EdTech) | Trivandrum **Sep 2020 – May 2024**

- Designed the logic for an AI engine that tagged 10,000+ questions, and the academic ERP built on it, cutting new-product launch time from **~6 to ~2 weeks**.
- Owned 3 products for 500+ customers and led workstreams on 7 more, aligning 6 teams across content, technology, operations, marketing and support.
- Conceived a mentoring platform and won CEO approval; saved ~**₹3L** in the first year and grew adoption from 4 to all 25 mentors in 3 months.
- Restructured 25 academic staff from functional teams into 2 product-aligned teams after consulting them, giving clearer reporting lines and fairer career paths.
- Hired ~20 staff and halved first-year attrition **(~30% to ~15%)** by replacing ad hoc hiring with job-simulation assessments and triple-blind scoring.
- Cut mid-programme churn from 22% to 16%, retaining ~90 customers a year, with an early-warning dashboard that triggered follow-up within 7 days.
- Raised on-time delivery from ~60% to ~90% across 20+ concurrent programmes, using live KPI dashboards that flagged delays to leadership early.
- Grew revenue by ~₹25L a year by redesigning the payment process with EMI and merit scholarships, lifting sales conversion from 12% to 15%

Academic Specialist | iLearn | Trivandrum, Kerala **Dec 2016 – Aug 2020**

- Trained **~1,000** civil-service candidates across preparation programmes and mentored **100+** of them one-on-one every week.
- Designed a structured method for building evidence-based arguments on abstract topics, linking philosophy, ethics and current affairs to real-world cases; ran it as workshops for UPSC essay writing.

Independent Education Consultant | Kasaragod District Administration, Kerala **Jun 2025 – Sep 2025**

- Took on an unstructured brief: audited records at 12 field sites, including 2 tribal settlements, exposed gaps between official and actual dropout data, and synthesised root causes in transport, staffing and benefit delivery.
- **Commended by the District Child Protection Unit**, Govt. of Kerala, for a 5-step phased plan to cut school dropouts and chronic absenteeism, including biometric attendance and a single benefits portal; presented to the District Collector.

Verbal Specialist | GregMat | San Francisco, US (Remote) **July 2025 – Apr 2026**

- Delivered 1:1 GRE Verbal instruction to a primarily US-based global client base as part of the core academic team.

Education

- **MBA – *PGPX, IIM Ahmedabad*** | *India*
- **MA (Master of Public Administration) – *IGNOU, Delhi*** | *India*
- **BBM – *Christ University, Bangalore*** | *India*
- **Strategic Deep Learning and Generative AI for Managers (Elective) – *PGPX, IIM Ahmedabad*** | *India*

Accomplishments and Awards

- Twice qualified for the UPSC Civil Services interview stage, placing in the top **0.25%** of over 1 million annual candidates.
- Awarded the UGC Junior Research Fellowship (JRF), India's premier funded doctoral research award; ranked in the **top 30** of 2,750 candidates in Public Administration.

Co/Extra-curricular

- **Elected Batch Representative**, Students' Legislative Council, IIMA: one of 2 for the 160-member PGPX cohort on the 7-member apex body for 1,200+ students (2026–27).
- Won A Grade (highest award) in English Skit at the State Level of Kerala School Kalolsavam, Asia's largest school cultural festival, two years in a row.