

Contact HR Consultant for CV No: 284768

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| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  | **OPERATIONS MANAGEMENT** |  |  |
|  | **Professional Profile** |  |  |  |
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|  |  |  |  |  |  |  |
|  | **Skill Pyramid** |  |  | A dynamic professional offering over a decade of experience in the |  |  |
|  |  |  |  | field of Business Operations, Warehouse Management, Business |  |  |
|  |  |  |  | Development, etc. Presently associated with South Korean Group |  |  |
|  |  |  |  | as Manager – Business Operation. |  |  |
|  |  |  |  | Proven track record of developing processes that meet business |  |  |
|  |  |  |  | needs across the organization as well as standards and procedures |  |  |
|  |  |  |  | for business operations. Demonstrated abilities at defining |  |  |
|  |  |  |  | business operating and financial objectives as well as identifying, |  |  |
|  |  |  |  | tracking and analyzing key metrics for the business unit. |  |  |
|  |  |  |  | Skilled in coordinating with stakeholders and management in |  |  |
|  |  |  |  | integrating business processes throughout the organization as |  |  |
|  |  |  |  | well as analyzing business operational results and providing |  |  |
|  |  |  |  | recommendations for improvements. |  |  |
|  |  |  |  | A strong team leader with excellent analytical, communication, |  |  |
|  |  |  |  | problem solving and interpersonal skills. |  |  |
|  |  |  |  |  |  |  |
|  | **Professional Skills** |  |  |  |  |  |

**kSince 2002 with South Korean Group**

**Key Deliverables:**

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| **Client Name:** | **Nexters Media Inc.** |  |  |
|  |  |
| **Role:** | **Manager – Business Operation** |  |  |
| **Duration:** | **Since 2014** |  |  |
| **Client Name:** | **Kubai FZE, Dubai** |  |  |
|  |  |
| **Role:** | **Manager – Business Operation** |  |  |
| **Duration:** | **2009 – 2014** |  |  |

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Accountable for total Business Operation as Dealers, Exporters & Importers of Satellite Receivers and related electronic equipment’s in Middle East; establish and implement systems in line with organizational requirements.

Handle trade license renewal, environment health and safety clearance certificate for new license and renewal of license, visa processing and visa renewals.

Manage all activities of public relations, insurance, immigration and labor ministry of economy as well as prepare MIS, credit monitoring, payment collection, checking bank transactions.

Responsible for market survey, dealer mapping, meeting clients, supplying goods according to their requirements on time as well as attending to their queries.

Provide guidance and training to less experienced personnel in business operations; assist in developing or updating standard operating procedures for all business operational activities.

Take care of maintenance of stock and preparation of reports and also overall warehouse activities such as supervision of loading and unloading of containers, recruiting staff for the same.

Handle procedure and processing of letters of credit (imports and exports/local and overseas/incoming and outgoing) as well as coordinate with suppliers and/or banks for amendment of L/C.

Liaison with freight forwarders, shipping companies, ports and other government & local authorities as well as procedure and processing of documents for imports.

Conduct performance review and provide performance feedback to staff as well as maintain accurate and clear documentation for operational procedures and activities.

Look after the customs clearance and stock audit for closure of companies, inventory reconciliation in customs system as well as all inbound and outbound containers of product.

**Client Name:** **Hivion Gulf**

**Role:** **Manager - Warehouse Operations**

**Duration:** **2006 - 2009**

**Client Name:** **Homecast Gulf, Dubai, U.A.E.**

**Role:** **Manager - Warehouse Operations**

**Duration:** **2004 - 2006**

Handle the tasks of supervising and coordinating the internal and external affairs of the organization and also serve as a spokesperson and discuss various plans and objectives of the organisation.

Plan, direct, and coordinate in order to enhance the operation of the organisation as well as represent the organisation in conferences, seminars and meetings.

Plan and supervise the workflow in a warehouse; handle and execute shipping operations as well as order, receive and handle materials into the warehouse.

Adopted best industrial practices to identify new and unique strategies to differentiate customer from marketplace and drive customer satisfaction; develop system solutions and implemented the same.

Held meetings and discussions with the clients to assess their distribution channel and resources as required carry-out operations successfully; monitor potential risks and other significant matters that required immediate solutions.

Plan and organize materials and items at proper places in a warehouse; hire and provide training for new employees.

**Client Name:** **Teletech Gulf, Dubai, U.A.E.**

**Role:** **Business Development Manager**

**Duration:** **Jun’02 – Apr’04**

Communicate with Suppliers and clients, maintain ledgers of debtors & creditors and report the same to the Head Office (South Korea).

Take care of banking, public relations, documentation on exports & imports, customs and logistics function, stores & delivery operations, etc.

Develop effective sales plans and business cases to meet or exceed sales objectives; identify and recruit sales personnel with right skills to provide best-in-class sales performance.

Conduct trainings and performance improvement programs to address the skill set gaps identified in the organization; supervise, train and direct sales team on how to improve sales performance.

Efficiently manage resources and budget requirements to seamlessly execute business project within the defined scope.

**Previous Employment**

*Oct’01 – Apr’02 | Al Nawada Trading Co. Muscat, Oman | Business Development Executive*

*1993 – 1998 | Godrej Pillsbury & FMCG Products, Trichur, Kerala | | Dealer and Distributor*

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**Entrepreneurial Assignments**

*1986 – 1993 | Suburban Supermarket, Cochin, Kerala*

**Education & Credentials**

**1998**

**Sanitary Inspector's Diploma** from All India Institute of Local Self-Government, Mumbai

**1984**

**Pre University –Science Stream** from St. Thomas College, Thrissur Calicut University, Kerala

**Technical Purview:**

Well versed with Windows, MS Office and Internet Applications.