**SHARON**

Jebel Ali Village, Dubai

**A dynamic & a customer centric professional offering10.02yearsof experience nowlooking for a challengingrole to utilize the acquired expertise &be an asset to theorganization**

**PROFESSIONAL SNAPSHOT**

* Currently associated **as Deputy Lead of Operation( ML 5)**
* Expertise in resource planning, handling the logistic operations, providing customer service, imparting training, handling risk, supporting the business and other administrative related operations
* Possess a pleasing attitude, good business sense and has a vision to explore new market opportunities
* Has good knowledge of UK geographicalareas and Logistic Network
* Remarkable ability in building & leading cross-cultural teams to achieve targets
* Keeps abreast with the current market by understanding emerging market practices &standards
* Consistently recognized by colleagues for cross-discipline talents that needs analysis, troubleshooting and problem resolution in fast-paced environments - rewarded for the “Best Performance Teamof the Year”
* **Attended World Class Mail workshop**
* Monitors &motivates the workforce to enhance their efficiencies &assists them to deliver quality services
* Detail oriented, highly innovative with excellent communication, presentation, analytical, interpersonal, leadership & multitasking skills with high team spirit
* Adaptable and can work under high work pressure
* Excellent in decision making with a positive approach
* Conversant with MS Office

**CORE COMPETENCIES**

* Strategic Planning & Execution
* General Administration
* Productivity and Efficiency Analysis
* Cost Management
* Logistics
* Business Analysis &Development (including Digital Business Analysis)
* Project Management
* Data &Process Management

**ORGANISATIONAL SCAN**

**Since Dec’12**

**As Deputy Lead of Operation( ML 5) (Dec’14 – Mar’16)**

**Accountabilities:**

* To look after the logistics & its operation
* Was responsible for planning and implementing
* Responsible for cost management and revenue protection
* To handle the operational resource management
* Performed forecast analysis
* Accountable for productivity and efficiencyanalysis
* To coordinate workforce, logistics, engineering &the union for a smooth operation of the business

**Accomplishments:**

* **Reducedoperational cost by 9% within the first quarter.**
* **Raised additional revenue by 11.2%in the revenue protection dept.**
* **Created 250 additional fulltime vacancies and 345 part-time vacancies regionally.**
* **Reduced agency drivers by encouraging and training Female Truck Drivers created 107 full-time vacancies and 103 females successfully trained and reduced daily logistic cost by 27%.**
* **Automated machine upgrade created 13% extra revenue monthly.**

**As Operational Manager (OPG4) (Dec’12 – Nov’14)**

**Accountabilities:**

* Conducted training and development classes
* Performed quality analysis
* Met targets in the given timeframe with required quality
* Worked on project “World Class MailTM”
* Participated in project “24/7 Parcel Processing Layout”

**Oct’09 – Nov’12 withMcDonalds Restaurant Ltd, Paddington, London, UK**

**As Training &Development Manager**

**Accountabilities:**

* Updated the team on business performance
* Imparted training to the new crew members as per the industrial standard
* Reviewed the performance of each crew
* Took initiatives in work related issues

**Accomplishments:**

* **Recognized as “Employee of the month” twice**
* **3 Crews were selected in the London Olympic McDonalds Crew Team**

**Jun’06 – Jun’09 with Samaritain Hospital, Mediscan, Aluva, Kerala, India**

**As Scan Centre Manager**

**Accountabilities:**

* Dealt with patient in a highly professional manner
* Handled complaints
* Accurately updated the patient’s records with information
* Involved in marketing
* Was liable for stock and machinery management
* Coordinated the staff

**TRAININGS**

* Business Analysis
* Logistic Analysis
* Project Management
* Cost Management

**EDUCATIONAL CREDENTIALS**

* **MBA** from Middlesex University, Londonin 2010
* **Bachelor Radiology &Imaging Technology**from Allahabad Deemed University, India in 2006

**PERSONAL DOSSIER**

**Date of Birth:** Oct, 1981

**Linguistic Proficiency:** English, Malayalam and Tamil

**Preferred Location:** Any

**References:** Will be pleased to furnish upon request

**(SHARON)**

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**CV No: 1731738**

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