**Ganga**



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**Summary**

Well organised and hardworking individual with more than 15 years of multi-skilled experience in service industries of top multinational firms in India and the ***UK. International multi cultural exposure has been an advantage when dealing with colleagues or clients from different parts of world.*** Dedicated Operations Manager and effective leader who excel at using proven methods and cutting edge technology to successfully cut costs, streamline operations and increase productivity. Assertive and enthusiastic with an extensive knowledge of process and an unsurpassed work ethic.

**Highlights**

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| * Strategic planning | * Process improvements |
| * Strategic sourcing | * Cost reduction and containment |
| * Negotiations expert | * Systems implementation |
| * Procedure development | * Team building |
| * Financial oversight | * Analytical |

**Professional Experience:**

**May 2013 to till date Williams Lea Tag India Pvt Ltd, Chennai,(DHL) India**

**Client Manager**

* **Account Management -**Responsible for daily operations of the project with 4 different service lines, Presentation services, Creative Graphics Team, Mail room Services & Supply Chain Management with a HC of 200 across two locations including BCP Location site.
* Supervising a team of 7 in Publications & Subscriptions service line providing Procurement and renewal of contract services for the clients which includes redefining the entire process to oversee SLAs are met and ensuring the quality service with the best quotes provided with great negotiation skills
* Responsible and accountable for the efficient running of the department in line with SOW and keeping updated at real time in line with the changes in the process / policy
* Works closely with various support functions including HR (from raising RFP to off boarding), Finance, Risk & Compliance, Technology and Admin
* **Operations** - Responsible for maintaining reports of production traffic, Workflow Management, performance monitoring, individual personal development, shift scheduling, attrition management, raising request for filling open positions to maintain required HC, Transport & other logistics planning and coordination and security and compliance assurance, Cost optimisation ideas and project driven implementation
* **Learning & Development -** Work closely with the process trainer and help them deliver effective inductions, orientation and template training
* Arriving at Training and Need Analysis (TNA) for various roles and creating training material    to suit the TNA and operational requirements and standardized for all users

**Portfolio: Transport cost optimization, Employee Engagement & Training**

* Manage fleet operations for all the team members ensuring their safety aspect not being compromised and to look out for innovative ways to optimize cost. Handle any escalations at all levels and ensure process standards are followed in line with the policy
* To achieve Yearly EOS target score as a team and to reduce attrition percentage, initiated various activities under Welfare and Events Portfolio
* Responsible for overall planning and execution of calendarised monthly activities and events under welfare and events portfolio
* Engage team members in other initiatives such as monthly internal magazine EYRIE, Career development training programs (KNOWLEDGE TREE, Smart share, Short bytes & Virtual learning), monthly theme based floor decoration activities and monthly Internal Recognition program

**July 2011 to Dec 2012 Gloaming Buds, Chennai, India**

**Project Manager – Multimedia Projects**

* Responsible for coordinating the entire development of the multimedia project and is ultimately responsible for quality of the final product, allocation of funds, and the time management of the project
* Clarify, publish, and communicate timelines and milestones (establish deadlines)
* Breakdown the allocation of tasks and ensure all agencies are aware of their schedule and responsibilities
* Monitor the allocation of tasks and the use of resources
* Managing all resources and overseeing the progress of the design and development team
* Ensure quality control throughout the project and sign off the final deliverable
* Evaluate the process and produce a project completion report
* Assist in advertising, marketing, promotions and championing activities

**Feb 2011 to July 2011 British Council, Chennai, India**

**Senior Executive – Travel & Admin – Project English**

**To support the procurement process for the project**

* Raise and goods receipt purchase orders for all vendors on FABS (Finance and Business System )
* Follow up with Accounts to ensure payments to vendors are made on time
* Raise sales orders for all clients on FABS and follow up for payments
* Process freelance trainers’ pay claims, full time teachers travel and other claims on FABS
* Order books and materials from publishers/printers for training project

**To perform administrative duties for the day to day running of the project –**

**Government project – SSA - Sarva Shiksha Abhiyan**

* Prepare contracts for Business Skills Workshops and ensure signed contracts are filed with Finance
* Manage ongoing contracts by setting up appointment slots and arranging venues and trainers after consultation with Head State Contracts and Deputy Head Corporate Training
* **To perform Travel & other logistics arrangements**
* **To assist in the marketing and promotion of Project English and Stock control**

**Aug 2007 to Sept 2010 E-ON Energy services, Nottingham, UK**

**Data Administrator**

* Managed team of up to15 members as an acting Manager and handled allocation of daily work routines for team member and taking ownership of various issues within and outside team and resolving those in line with SLA’s
* Responsible for Training new joiners (Induction, Process and role related responsibilities and expectations) and providing ongoing coaching and supportive information to achieve great results. Have contributed in creating new joiners training academy curriculum such as creating training modules and programmes and course content materials / presentations with real time problems / situations and resolving methods / techniques
* Handled process improvement projects (Lean projects) for development and improvement in service delivery in line with compliance for quality and acted as a main key person in creating and documenting process mapping and reporting
* Performed complex data analysis in support of ad-hoc and standing management or customer requests
* Developed process oriented queries, flowcharts, methodologies, and files for analysing and presenting data for team and department coaching
* Provided accurate and appropriate interpretation of data, applying knowledge to evaluation, analysis, and interpretation of data. (SAS, SQL and Excel for analysis and report generation )
* Developed appropriate methodologies for collecting, analysing, and presenting data products and delivered data products in report/presentation format, or verbally, to management and/or customer specifications and timelines

**Feb 2006 – Aug 2007 Siemens Energy services, Nottingham, UK**

# Query/Contracts Administrator

* Working for C&I Query Management team and responsible for verifying and investigating for customer queries related tenancy contract details. Also responsible updating the team with any latest change in processes and mentoring and supporting team to finish the backlog.
* Responsible for generating new tenancy contracts and renewals and also verifying credits and invoice issues for the new and old customer.
* Responsible for maintaining query management database and allocating tickets/ queries to team members and following up with them until those are resolved.
* Responsible for clearing out C&I sales Inbox, which involves resolving some complex internal /external customer queries.

**April 2005 - Dec 2005 Capital One Financial Services Ltd, Nottingham, UK**

# Credit / Debt Controller

* Responsible of taking outbound calls on automated dialler systems and providing customers with payment solutions and processing new applications and cross selling products with relevant
* Dealing with different customer’s difficult situations and giving them the best-suited payment plan schemes and other financial debt control options & suggestions
* Handling financial transactions and analyse risk and manage risk to minimum debt levels

#### Jan 2003 - Sept 2004 Airtel (Bharti Mobile Ltd), Bangalore, India

#### Query Resolution Manager -Karnataka

* Managed a team of 10 outbound executives for outbound churn projects and other marketing campaigns like new series of numbers launching activities etc
* Handled Inbound Sales enquiries and qualify the leads as well Call traffic in various sales promotion campaigns and projects. Follow up after sales whenever necessary and use foolproof technique
* Promoted to Query Resolution Team as a TOP Executive as a part of Total Ownership Programme and was responsible in delivering solutions within the time framed SLA’s for after sales complaints and queries received through various channels of the entire Karnataka district
* Handled SME segment of customers with complex sales complaints by negotiating and settling major outstanding bill amounts
* Maintain relationship with all the Channel partners and Franchisee connect owners and played a major role on behalf sales Team in negotiating commission disputes
* Assigning and updating the services or facilities requested by the customer through the Order Management & Billing Platform Packages

**Educational & Technical Qualification**

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| 2005-2006 | (PG in International call centre Management) | The People’s College, Nottingham, UK |
| 1996-1999 | Bachelor of Mathematics | University of Madras, Chennai |
| 1991-1994 | Diploma in Computer Technology | P.N.R.M. Polytechnic, Trichy |
| 1994-1995 | Certificate in Windows Programming | **The Institution of Electronics, Telecommunication Engineers (IETE),** Bangalore |
| Well versed in MS Office, EXCEL,POWERPOINT,WORD  Trained in Lean and Six sigma concepts (In house corporate training) | | |