**Manjula Honmurgi**

 **+971528311676 manjuladesai400@gmail.com**



Targeting assignments in **Operations** **Management** with an organization of reputepreferably in **Dubai**

Experience Education

**Nearly 4 Years** **B.E.**

**(Information**

**Science &**

**Engineering)**

Core Competencies



**People Management**



**Team Management**



**Operational Excellence**



**Escalations Management**



**Stakeholder Management**



**Quality Improvements**

**Business Process Management**

Languages

English

Hindi

Kannada

Telugu



Profile Summary



* Dynamic career of **nearly 4 years** that reflects rich experience and year-on-year success in **People** **Management** and **Operational Excellence**
* **Consistently delivered mission-critical results:** Drivenby a spontaneous “hard-wired” need to strategize and to innovate; gifted with the vision, determination and skills needed for high-level revenue-building strategies and tactics
* **Strong orientations in operations:** Participating in highlevel operational initiatives, including process reengineering & improvements, turnaround management and reorganization
* Expertise in ensuring adherence & maintaining process SLAs & KPIs for Domestic Telecom Back Office E-mail Handling Process
* Hands-on experience in process management and skilled to identify the gaps and suggest improvement plans to stakeholders
* A forward thinking person with strong communication, analytical & negotiation skills; well organized with a track record that demonstrates self-motivation & creativity to achieve corporate & personal goals

Academic Details

* **B.E. (Information Science and Engineering)** from **VTU (**among india’s top 10 universities**)** with **59.00% (2012)**
* **Diploma** in **Computer Science** from **H.K.E’s Polytechnic (Bangalore University)** with **72% (2008)**
* **SSC** from Karnataka Govt. High School with **75% (2004)**

Timeline

**Diploma (CS)**

**2012**

**2008** **Since Sep’14**

**B.E. (ISE)**

IT Skills

* XML, HTML, DHTML
* Languages: HTML5, JAVA and C++
* MS-Office 2000 (Excel, Word, PowerPoint, Access)
* Operating Systems: **Windows XP, Vista, Windows7**, Windows FoxPro, PDF

Work Experience



**Sep’14 – Jun’18: Tech Mahindra Limited, Pune, India**

**Growth Path:**

**Process Associate-Vodafone - Delhi:**

**SME:**

**Team Leader – Operations:**

**Sep’14 – Jun’15**

**Jun’15 – Feb’16**

**Feb’16 – Jun’18**

**Key Result Areas as Team Leader:**

* Worked for **Vodafone** in **Enterprise Back Office** **–** **E-mail Handling Process**
* Established service level agreements with business units & IT stakeholders; evaluating risk, cost, resource requirements & schedules associated with projects and submitting the effective delivery opinions
* Identified & monitored **25 project executives** including Project SME and monthly metrics & KPIs, ensuring adherence to operational standards and consistently applying them
* Monitored **WCOM escalation** desk, escalation processes to ensure that SLAs are achieved
* Designed the innovative organizational pyramid & acquired talent to fill the gap for organizational development and introduced it in the organization for the development of its people & business
* Created & implemented enterprise wide initiatives across multiple functions / business areas to ensure effectiveness, thereby resulting in reduced costs & improved stakeholders service
* Prepared MIS reports with a view to explain management of process operations and assist in critical decision-making
* Developed targets, SOP & SLA and maintained CTQ (Critical to Quality) / CTP (Critical to Process) targets

**Key Result Areas as Process Associate:**

* Monitored Appellate/Nodal escalations; worked for client (Vodafone)
* Attained stakeholders satisfaction by providing quality service
* Solved stakeholders concerns and provided satisfactory resolution via mail
* Managed concerns related to stakeholders’ billing, Vodafone application, payment and network

**Highlights:**



* Equipped with the knowledge of various types of software required for management
* Maintained **100% quality** & received appreciations for the same
* Awarded thrice with **Best Team Leader Award** between the tenure of **Feb’16 – Jun’18**
* Got **appreciated &** received various **awards** from clients for quality services
* **Initiated** improvements & raised **16 Red Flags for process quality within a year**
* **Maintained** a positive TNPS (Touch Point Net Promoter Score) across thetenure and within time
* **Reduced** attrition from **6% to 3%** successfully and **augmented CSAT** by

**47%**

* **Promoted** within **9 months** of joining and then promoted to Team Leaderdue to excellent track record
* Recognized with various **Best Performer Awards** every **3 months**



Personal Details



**Date of Birth:** 22ndAugust 1989

**Address:** 310, Opal IV, Behind Burjuman Mall, Bur Dubai, Dubai, UAE

**Passport Details:** R2885129 and **validity** from 12/07/2017 to 11/07/2027

**No. Of Dependents: 0**

**Visa Status:** Spouse Visa

**Driving Licence:** In Process

**Marital Status:** Married

**Nationality:** Indian