Malini

Malini.79355@2freemail.com

Operations – 17 years’ experience

Experience in Operations, Project management, Vendor management, Administration.

Expertise in Record Management,

Prince 2 Certified- year 2015 – Basic and Practitioner.

**Career Profile**

* Brilliant, dynamic and accomplished professional with 17 years of progressive and diverse experience working in General Administration, Operations/Customer Services, Record management with top grade organizations across industry.
* Possess a unique blend of communication skills, strategic thinking and functional expertise
* Demonstrated success at people management, relationship building, cross functional coordination and operations management in the most challenging situations.
* Seasoned professional, with planning, execution, monitoring and resource balancing skills and ability to handle multiple functions and activities in high pressure environments with tight deadlines.
* Articulate communicator with a strong work ethic, continuously striving for improvement coupled with an eye for detail and the commitment to offer quality work.
* Strong leadership traits with excellent ability to coordinate with different people at one time under difficult situations and the ability to bring out the best in others while creating a healthy and friendly work environment, thus enhancing operational efficiency and optimizing resource utilization.
* Personable and outgoing, comfortable communicating with people from diverse backgrounds coupled with proven ability to organize client visits and events.
* Highly motivated, positive & goal-oriented, with demonstrated professionalism, attention to detail as well as the ability to build and lead effective teams and a track record for client loyalty and employer satisfaction.
* Effective in persuasive negotiation skills

**PROFESSIONAL EXPERIENCE**

 **Career Progression** *(****in reverse chronological order****)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Industry** | **Organization** | **Vertical** | **Position** | **Period** |
| **IT** | Hewlett Packard Enterprise Software  | Operations Management  | Operations Manager  | Sep2015 to till date |
| **IT** | Hewlett Packard sales private ltd | Project management | WW Record Manager for EG supply Chain. | June 2013 to Sep 2015  |
| Project management | APJ Record executive | July 2010 to June 2013 |
| Hewlett Packard software Operations private ltd | Operations | Operations executive | November 2004 to July 2010 |
| Hewlett Packard Sales private ltd | Team lead for projects | Team leader | March 2001 to November 2004 |
| Customer Support executive | Customer Service | September 2000 to March 2001 |
| Gemnet Infosystem | Supervisor | Supervisor | December 1999 to September 2000 |

**Current Profile**

**Sep 2015 till date**

**Operations Manager**

**Job Responsibilities:**

* Prepare and execute budget plan driven by business objectives, growth path & organization’s vision
* Understand and manage the annual resource fall plan
* Manage vendor billing and service & support execution in line with the Organization’s requirement
* In collaboration with the business unit leaders, conduct training need & skill gap analysis and execute the learning plan
* Support infrastructure management

**Key Achievements:**

* Seamlessly managed movement of site from Mahadevapura to C V Raman nagar including 750 employees
* Budget utilization & expense management at 100%
* Successful execution of “Happy employees” program

**Current Profile**

**June 2013 to Sep 2015**

**Project Manager**

**Record management for World Wide – Supply Chain**

**Job Responsibilities:**

* Record management Project execution for Supply chain WW
* Training program for EG supply chain India
* Budget management for L&D
* Newsletter for EG supply chain WW
* MIS reports

**Key Achievements:**

* Automation tool was introduced to ease the work for the record management work.
* L&D budget was effectively utilized on quarterly basis and was appreciated by the L&D lead

**June 2013 –Sep 2015**

**Project Management and Operations**

**APJ Regional Record Manager**

**Job Responsibilities:**

* ERMS data Integrity and Maintenance
* Providing ERMS tool access to the User
* Managing Record management Mail box
* MIS Report - RC Global List Report, Training Metrics, RIT Upload Report, SOW status

**Training Programs**

* Run Training programs for region
* MIS report for Training metrics
* Work with Training lead in planning the training program for APJ.

**Budget Management**

* Manage APJ budget
* Submit the forecast and cost utilization report on monthly basis
* Track the invoices, approve them on timely basis.

**Data Reconciliation**

* Data reconciliation for APJ region
* Vendor inventory and ERMS inventory to be matched
* Inventory reconciliation every quarter

**Transition Project**

* Vendor transition project in the region
* Destruction project
* Records which has reached its disposition period to be destroyed.

**Key Achievements**

* Completed transition project with 98% accuracy for India, Malaysia, Singapore, Thailand,

Korea

* Completed reconciliation project for Japan, India, Singapore, and Malaysia. ( Japan translation from Japanese to English was completed with 100% accuracy)
* Budget utilization was on track for APJ region
* Vendor audit was completed successfully for Singapore and India.

**Hewlett-Packard ISO Bangalore since Nov’04**

**Operations executive**

**Job Responsibilities:**

* Providing administrative & logistics support to HP Software Lab.
* Supporting Lab Director for Hp Software in managing calendar, making travel arrangements, organizing lab events & managing logistics for meetings.
* Accountable for key operational process reports as attrition, retention, requisition, headcount, invoicing & Billing for Vendors.
* In charge of conducting BTO Lab Induction program for new recruits.
* Organizing lab wise events like offsite, coffee talk and other section wide events.
* Arranging logistics for people traveling to India, Also responsible for setting the agenda and organizing meetings.
* Record coordinator for Lab
* Manage Requisition for hiring
* Support the lab for all HR related issues. Liaison between the lab and HR

**Hewlett-Packard India Pvt. Ltd, Bangalore Mar’01 – Oct’04**

**Team Lead – Projects**

**Nationwide In charge for HLL Project**

**Job Responsibilities:**

* Structured support program for all the products at HLL that are covered under HP’s support agreement.
* Handled the team engaged in logging complaint calls and tracking of the same till the closure ensuring SLA’s are met.
* Generated, analyzed and circulated daily, weekly, monthly and quarterly reports to customer to project the level of service provided by HP.
* Maintained track of all the escalations and the timely resolutions given for the same.
* Be a liaison between HP & HLL with respect to the support project.
* Coordinated through meetings with the customers to assess the kind of support expected and improvised the same by having regular feedbacks.
* Ensured total success of the project by providing top class service and driven initiatives for achieving customer satisfaction.
* In charge of handling NIIT and KEONICS projects for HP.

**Elbee Services Ltd, Bangalore Sep’00 – Mar’01**

**Customer Support Executive**

**Job Responsibilities:**

* Handled matters related to express documents (Documents traveling only through air).
* Updated customers regarding delivery status of the documents.
* Maintained track of all the documents & resolved customer queries.
* Promoted discounted rates of way bills & booking the consignment for the customers.
* Responsible for Follow-up on insurance for damages caused to the consignment during delivery period.
* Ensured timely delivery of the consignments to the customers for total customer satisfaction.

**GEM NET SYSTEMS, Bangalore Dec’99 – Sep’00**

**Supervisor**

**Job Responsibilities:**

* Supervised & managed a team of 30 people engaged in data entry of necessary documents for HAL.
* Carried out the admin related activity for the parent company at the client’s place (HAL) which included payment for the employees, assisting the parent company in raising bills for the jobs carried out etc.
* Keep track of the jobs received, executed & pending on behalf of the parent company
* Responsible for employee welfare.
* Follow-up for the payments with client on behalf of the parent company
* Being a liaison between the parent company (GEM NET SYSTEMS) & client (HAL) in ensuring smooth business transactions & providing competitive service to the client’s satisfaction

**Educational Background**

**Degree: Bachelor of Commerce**

**Institution:** RBANMS, Bangalore

**University**: Bangalore University

**Year of passing**: 1999

**Certified Prince 2 – Foundation and practitioner -2015**