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***Manager – Operations Management, Sales & Admin.***

***Personal Details***

*Age : 32*

*Marital Status : Married.*

*Nationality : Indian.*

*Languages : English, Hindi, Tamil, Malayalam, Urdu.*

***Academic Profile:***

***BBA****: Operations Management*

***3 yrs Diploma****: Electronics & Communication.*

***INTRODUCTION***

Seasoned professional with proven track-record of successful planning and implementation of new systems and processes to improve daily operations and optimize productivity, revenue and service.

***MY SKILLS SETS***

* Operations Management.
* CRM operations
* Staff Optimization & productivity improvement
* Business development
* Sales and Marketing Strategy
* Revenue Generation
* Inside sales
* Recruitment
* Reports and statistics.
* Multinational Call Center Operations.
* Real Estate – Customer Service, Sales & marketing.
* Backend Operations - Manage and increase the effectiveness and efficiency of Support Services.

***STRENGTHS***

* Good Leadership & Motivational skills
* Sales and Marketing skills
* Good communication, reporting & execution skills
* Strong initiative-taking nature
* Adoptability and learning skills

***RECENT EXPERIENCE, JOB DISCRIPTION & ACHIEVEMENTS***

**Company :** Lodha Group.

**Designation :** Manager

**Location** : Mumbai, India

**Period** : From 14th June 2010 to 18th August 2014

**Lodha Group:** - Established in 1980, Lodha Group is a [Mumbai](http://en.wikipedia.org/wiki/Mumbai) based real estate developer into housing and commercial projects. It is the largest Real Estate Developer in India today.

**Job Description**

* Improve the operational systems, processes and policies for the desired target.
* To design & implement new processes for effective operations and for better revenues.
* Manage and increase the effectiveness and efficiency of Support Services (Back end operations).
* Staff Optimization & productivity improvement
* Forming sales and business strategy. Business development.
* Ensure effective and timely communication with customers, line management, third party suppliers and team members.
* Supervise and coach team members to maintain the quality standards and policy adherence.
* Analyze and prepare reports and statistics related to customer service operations and collections, for review by senior management.
* Drive customer loyalty through various engagement activities to achieve deeper client relationships and cross-sales.
* Working with IT teams to bring new state of art technologies for operations.
* Liaison with government authorities and agents for obtaining various approvals and permissions.

**Achievements:**

* Designed and structured various Operational Cells.
* Head cells like Registrations and Digitization.
* Was part of the sales and strategy team for the biggest township in India.
* Executed record breaking 250 flat registrations in one day.
* Received award of “The best employee in Customer Service department” in 2013.

***PREVIOUS ORGANIZATIONAL EXPERIENCE***

**Company :** Electro Industries – New York

**Designation :** InsideSales Manager

**Location** : Mumbai, India

**Period** : From 15th July 2009 to 30th May 2010

**Electro Industries: -** Company specializes in power meters and smart grid solutions that excel at revenue grade energy measurement, power quality and advanced telemetry.

**Job Description**

* Inside sales manager.
* Lead Generation & Up selling
* Customer Service and Monitoring Customer experience.
* Sourcing & servicing new business opportunities for the company.
* Lead teams based in India and Philippines.
* Client relations and Client communications.
* Customer service.

***OTHER ORGANIZATIONAL EXPERIENCE-1***

**Company :** Caltec Services Pvt. Ltd.

**Designation :** Assistant Manager – (Head - Call Centre Operations)

**Location** : Mumbai, India

**Period** : 1st Jan 2009 to 10th July 2009

**Caltec Services Pvt. Ltd. –** It provides operational set-up services to all top companies in Mumbai.

**Job Description**

* Heading CRM operations for MGL
* Develop, implement and manage strategic operational plans.
* Recruitment and training.
* Revenue generation through business development, sales and up selling
* Monitoring & improving customer experience.
* Internal and External client communication.

***OTHER ORGANIZATIONAL EXPERIENCE-2***

**Company :** SUTHERLAND GLOBAL Services

**Designation :** Subject Matter Expert / Team Leader (US and Canada)

**Location** : Mumbai, India

**Period** : From 06th Dec 2004 to 14th July 2008

**SUTHERLAND GLOBAL Services: -**Sutherland is a global customer care company catering customer support for fortune 500 companies.

**Job Description**

* Heading teams for customer relationship, sales and marketing for US and Canada.
* Quality Audits and training for 25 call center executives.
* Manage the quality of service delivery and exceed the service level agreement set by the clients.
* Process improvement proposals and revenue generation.
* Manage process transitions, recruitment & training.
* Customer interactions and handling customer escalations.
* Conduct team reviews to measure performance and achievements.
* Prepare data and presentation for Management Reviews.

**Achievements:**

* Best Team Leader for INTUIT (US support).
* Best team Leader for BELL CANADA (Canadian process )
* Awarded the best team leader for overall performance.
* Awarded the best team leader for customer satisfaction.

***DECLARATION***

Hereby I declare that all of the statements furnished here are true and correct to the best of my knowledge and belief.