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**OBJECTIVE:**

Operations manager with experience of successfully coordinating the activities of Various departments concerned with the production, quality, & orientation services. Works closely with people at all levels and having excellent commercial approach in solving problems and developing business processes. Has a proven people management skill, with the ability to manage performance and motivate staff on an individual and team level. Aspiring to endeavor a new and challenging managerial or consultancy position that will make the best use of my experiences and also develop my personal and professional development areas

**SUMMARY OF SKILLS:**

* A determinate manager with outstanding communication, negotiation and people management skills
* Leadership through team management
* Skilled in prioritizing work and completing task with minimum supervision
* Ability to interact professionally with clients and coworkers, both in verbal and written
* Obtaining the necessary information and maintaining the confidentiality of the information obtained
* Stress tolerance and has the ability to meet tight deadlines
* Demonstrated ability to motivate staff to maximum productivity and control costs through the most effective uses of manpower and available resources. Proven abilities in strategic planning, managing projects, and improving efficiency of operations, team building, and detailing project information to determine effective processes for operations. Able to identify areas of strength and weakness and implement company policies, standards, changes in operation, and systems that optimize productivity and bottom line.

**EDUCATIONAL PROFILE:**

M.A. Public Administration, 2005

University of Madras, Chennai

B.A. Economics, 2003

Madras Christian College, Tambaram, Chennai

Higher Secondary, 2000

St. Mathias Anglo Indian School, Chennai

Total Work Experience: 10.5 yrs.

**PROFESSIONAL EXPERIENCE**

* **Operations Manager (**Company, Chennai ----2013 June -Till date)
  + Oversee all operational matters for a medical transcription company/BPO in particular customer support, management development and strategic planning.
  + Spearheaded effort for quality at all levels (Eliminating HIPAA Violation).
  + Implemented new methods to track and improve profitability.
  + Established periodic compliance audits & reviews; performed daily compliance supervision.

**Duties:**

* Managing a team of approximately 70 employees in a busy work environment.
* Negotiating contracts, ensuring that they balance quality and quantity.
* Establish and implement departmental policies, goals, objectives, and procedures.
* Creating, managing and analyzing performance data and other information.
* Ensuring that capacity and capability are continually planned.
* Encouraging, identifying and developing best practice strategy.

**Key Skills and Competencies**

* + Proven ability to lead, motivate and build successful teams.
  + Understand all legal, regulatory, information security and compliance requirements.
  + Proven influencer & negotiator.
  + Achieving targets in a dynamic and complex business environment.
  + Team leading & people development skills.
  + Able to manage and develop a diverse group of highly skilled people.
  + A pragmatic approach to getting the required results.
  + Ability to manage operations within budgetary constraints.
  + Good interpersonal skills and communication
  + A very professional individual and likes to maintain the same in office
  + Motivational skills
* **Quality Analyst/Controller** (Private Limited Company Chennai-- May 2007--May2013)

**Roles and Responsibilities:**

* + Maintaining consistent quality at all levels.
  + Maintaining productivity of the subordinates
  + Conducting audits on a weekly basis
  + Handling client issues
  + Orientation on new projects
  + Team management
  + Handling delivery of reports with optimum quality to the clients.
  + Excellent time management
* **Editor** (Private Limited Company Chennai Apr 2005----May 2007)
  + - Responsibilities: To maintain quality of work done by the subordinates in the field of Medical Transcription.
* **Medical Transcriptionist** (Private Limited Company. July 2003–Jan 2004)

1. Responsibilities: Transcribing confidential medical reports with adequate quality.

PERSONAL DETAILS:

Sex: Male

Date of Birth: 01.06.1981

Language proficiency: English & Tamil

Marital Status: Married

Nationality: Indian (A.D.)