

Contact HR Consultant for CV No: 340406

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**PROFILE**

Highly qualified, tenacious, and well-accomplished professional armed with broad-based background and skills in the areas of Sales management, Operations management and Relationship management through good use of communication analysis, strategic planning, customer service, and business development/management. Displays outstanding ability to plan, coordinate, and implement practices and procedures to bring significant improvements in efficiency, productivity and processes towards the successful attainment of organizational goals. Consistently analyze business opportunities in the company while ensuring that all products and services have been thoroughly presented through a professionally executed sales cycle. Demonstrates proven effectiveness to concurrently prioritize and assume management, administrative, and technical tasks. In depth knowledge of business strategies which creates value, builds systemic changes and maximise growth. Primarily striving to understand clients’ needs and provide them exceptional results through a cognitively flexible and positive approach. Determined to implement earned skills and knowledge for the rapid growth of the prospective organization by working effectively and consistently.

**Skills AND competencies**

* Achieving goals, creative/strategic thinking and problem solving. Fleet Management
* Excellent ethics, hardworking, focus minded and sound organizational ability.
* Possesses a positive, mature and professional attitude. Process Improvement
* Practical judgment, used to make critical decisions and provide technical recommendations.
* Positive attitude in any circumstance. Strong motivational and leadership skills.
* Excellent sense of initiative, tidiness and adaptability. Project Management
* A friendly, passionate and confident communicator. Able to build lasting relationships with people.
* Excellent clients’ service manner and interpersonal skill. Resource Planning
* Ability to work with others to achieve the organization goals. Detail and Result Oriented.
* Excellent organization and time management skills demonstrated by ability to work both autonomously and as a positive team player. Robust negotiation and influencing abilities.
* Excellent knowledge to improve companies by assessing weaknesses and recommending solutions.
* Ability to work with others to achieve the organization goals.
* Detailed Analyst and Result Oriented. Organizational Development
* Committed to quality in every walk of the project and a customer focused performer.
* Efficient in providing sound design structures and able to work under pressure.
* Enthusiastic learner grasping technical skills quickly.
* Proficient in leading teams for running successful process operations & experience of developing procedures, service standards for business excellence. Business Operations

**Employment**

## Manager (Operations) | GreyCampus Edutech Private Limited Jan 2013 - Present

* + Improved operational systems, processes and best practices that guarantee organizational well being purchase materials, plan inventory and ensure warehouse efficiency.
	+ Contributed toward the achievement of company's strategic and operational objectives.
	+ Examine financial data/statements and use them to improve profitability. Contributed comprehensive project management expertise in the areas of Project Planning, scheduling, drawing cost estimates, procurement /inventory management, detailed engineering & judiciously deploying manpower, machines & material resources to optimize overall efficiency. Bottom line performance. MIS Reports
	+ Tracked project progress in terms of cost, resource deployment, time over runs and quality compliance and proactively identify and rectify problems to ensure adherence to delivery time-lines. Keeping abreast of emerging technology changes and innovations.
	+ Improved the operational systems, processes and policies in support of organizations mission, specifically, information flow and management, support better management reporting, business process and organizational planning. Staff Training
	+ Managed all vendor communications and resolved issues for delivery. Defined operational parameters; ensured strict adherence thereto to generate maximum operational efficiency.
	+ Performed a wide range of people management functions from recruiting through goal setting, training, competency building, resource utilization/ allocation & capacity planning, knowledge transfer, etc. Office Management Keeping an eye on the operational budget.
	+ Guided and motivated a team of workforce comprising and monitoring their efforts to achieve highest individual and team productivity.

## Senior Analyst (Operations) | Next Education India Private Ltd. Apr 2011 - Jan 2013

* + Developed product specifications, modified and upgraded existing designs, provided design support to new product introduction.
	+ Interfaced with all departments for necessary modifications & troubleshooting all technical problems.
	+ Geared the activities for designing & developing the system (hardware & software) that accepted various types of inputs from different devices, gathered the data from the devices, generated the recording for specific parameters from the devices and printed the instantaneous data or recorded data as per programmable formats as specified by the clients.
	+ Ensured strict observance of set quality standards and monitory delivery as per Project Plan and the Contractual Agreement.
	+ Established a cross-functional Root cause analysis team to address product quality issues. Made documentation for new products to release for the production.
	+ Field failure analysis, process failure analysis and taking corrective action and preventive action. Imparted training for the newly introduced products and periodical assessment of the existing products. Credentials of being awarded as Best Employee of the Year for the year 2012**.**

##  Operations Coordinator | Tata Sky Ltd. Jun 2010 - Apr 2011

* + Provided and oversee the daily manpower for the workplace, scheduling employee shifts and planning, assigning and supervising the work and dispatch crews.
	+ To keep operations flow, I ensure the supply room is stocked and equipment is running properly.
	+ Handled team of 40 members which includes Field Service Engineers (FSE), Customer care executives and Supply Chain Management executives.
	+ Checking the CRM on regular intervals for the customer’s issues logged. Assign FSE to the complaints raised based on the nature of complaint.
	+ Closing all the complaints within TAT. Also need to manage the stock availability for the spare parts to resolve the complaints and also for the new installations.
	+ Visiting the installation location if there more than 10+ installations in one location. Need to check with all the customers for their satisfaction with the FSE behavior and installation.
	+ Sharing daily, weekly and monthly reports to the head office regarding the complaints, installations, stock availability status.

## CRO | Hinduja Global Solutions Aug 2009 - Jan 2010

* + Answer calls professionally, respond to customer enquiries, research required information using available resources, handle and resolve customer complaints, provide customers with product and service information, enter customer information, process orders, forms and applications, follow up customer calls where necessary, complete call logs, produce call reports.

**Education**

* EMBA in Operations from ISBM with 83.5% of aggregate.
* B. Tech in Computer Science (C.S.E) from Jayaprakash Narayan Egg. College, JNTU with 58.2% of aggregate.
* Intermediate, M.P.C from Ambedkar Centenary Jr. College with 81.3%of aggregate.
* SSC from St. Marks High School, Tandur with 80.4% of aggregate.

**TECHNICAL SKILLS**

**Technologies**  | C, JAVA

**Scripting Languages** | HTML

**Operating Systems**  | Windows, Linux

**personal achievements**

* Awarded "Best Employee of the year” for the first year joined in the organization (Next Education India Pvt, Ltd).
* Offered product training to 6 national level universities.
* Handled North and South India operation steam.
* Margin & revenue increment quarterly by coordinating to Operations, Supply chain management, Sales Planning, Training, Sales, and Technical teams simultaneously.

**References**

Available upon request