

Dedicated Operations Manager and effective leader who excel at using proven methods and cutting-edge technology to successfully cut costs, streamline operations and increase productivity.

EXPERIENCE

Operations Manager, 10/2022 - Current
Concentrix - Gurgaon, India

- Managing a team span of 120 FTEs, manage end to end processes and will make sure, all FTEs must meet the client targets.
- Leading teams to success and ensuring employee growth.
- Ensuring that operations remain within budget and finding ways to cut costs without sacrificing quality.
- Lead, motivate and train team members to ensure high efficiency and quality as well as maintained positive relationships with customers.
- Ensured 100% compliance with industry regulations, preventing any potential fines and establishing the company as a leader in compliance.

Dy. Manager, 01/2020 - 10/2022
Concentrix - Gurgaon

- Handled a team Span of 40 FTE's.
- Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Streamlined operations to consistently deliver on targets with necessary standard.

Assistant Manager, 12/2016 - 01/2020
Concentrix - Gurgaon

- Handled a Team Span of 25 FTE's.
- Supervised and delegated tasks to employees to meet key productivity targets.
- Established monthly goals, communicating priorities to staff and closely tracking progress to achieve success.

Subject Matter Expert, 12/2012 - 12/2016



CONTACT

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SKILLS

- Operations Management
 - Performance Management
 - People Management
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HOBBIES AND INTERESTS

- Watching Current Affairs

- Trained, coached and mentored new and existing team members with full ownership of training plans.

Customer Service Representative, 10/2005 - 12/2008

Concentrix - Gurgaon

- Communicated with customers through phone calls, online chats and emails to assess customer needs and provide solutions.
 - Maximised customer satisfaction by resolving service issues promptly.
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EDUCATION

Master of Science, Computer Science, 2004

Master in Computer Science - Rohtak, HR

Bachelor of Arts, Arts, 1997

Guru Nanak Dev University - Amritsar, PB

LANGUAGES

English, Punjabi, Hindi: First Language