**CHANDRA SHEKHAR**

**Operations Excellence Manager — Manufacturing & Aerospace Systems**

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**Former Security Clearance Holder (20+ Years)**

**PROFESSIONAL SUMMARY**

Operations Excellence Manager with 20+ years distinguished military service and recent IIM Bangalore executive education. Proven track record implementing systematic process optimization and zero-error operations framework across high-value manufacturing and aerospace programs. Expert in crisis management, international coordination, and cross-functional team leadership with ₹200+ crore asset portfolio management experience. Specialized in quality management systems, supply chain optimization, and operational resilience with perfect compliance record.

**KEY PERFORMANCE INDICATORS**

- Zero audit discrepancies across ₹200+ crore asset portfolio management (20-year track record)

- Created Zero-Error Operations Framework with 25+ systems achieving organization-wide adoption

- Crisis leadership: 100% operational continuity during COVID-19 managing 4 facilities simultaneously

- International program success: French Rafale integration with seamless technology transfer coordination

- Cost optimization: 60% reduction in emergency procurement through predictive planning systems

- Process improvement: 70% reduction in critical system failures through systematic prevention methods

**WORK EXPERIENCE**

**Strategic Operations Consultant & Executive Education**

*Independent Business Development*

*Jan 2023 – Present | Bengaluru, Karnataka*

- Completed Executive General Management Programme (EGMP) at IIM Bangalore with Grade A performance in Strategic Management, Corporate Finance, and Information Systems Management

- Built a professional network of 74+ manufacturing and aerospace executives through strategic business education programs

- Developed business process optimization frameworks integrating military precision with modern operational excellence methodologies

- Mentored 8+ ex-servicemen in successful corporate transitions through systematic career development approaches

- Established Bengaluru market presence with family stability for long-term geographic commitment and industry engagement

**Senior Operations Manager, Advanced Systems Integration**

*Indian Air Force*

*Feb 2021 – Dec 2022 | Air Force Station Hasimara, West Bengal*

- Established a new Ground Equipment Section for advanced fighter aircraft operations managing specialized inventory systems worth ₹200+ crores

- Led international collaboration with French technical teams during Rafale integration ensuring complete technology transfer success and training coordination

- Implemented predictive maintenance systems extending component lifespan by 65% and reducing critical equipment failures

- Managed cross-functional teams of 20+ technicians across three operational bases with strategic resource deployment and performance optimization

- Maintained perfect compliance record during government audits of high-value defence equipment and sensitive operations

**Operations Manager, VIP Programs & Crisis Operations**

*Indian Air Force*

*Apr 2017 – Feb 2021 | 3 Wing Air Force Station, Palam, New Delhi*

- Managed high-stakes VIP aviation operations including Air India One ground support for Presidential and Prime Ministerial flights with zero security incidents

- Led COVID-19 crisis management across 4 facilities simultaneously maintaining 100% operational continuity through innovative coordination systems

- Participated in significant national security operations providing critical ground support and logistics coordination

- Created real-time equipment monitoring system adopted organization-wide with consumption calculator published on official IAF platform

- Achieved 60% reduction in emergency procurement costs through predictive planning and systematic resource optimization methodologies

**Operations Coordinator & Strategic Systems Developer**

*Indian Air Force*

*Apr 2013 – Apr 2017 | Multiple Strategic Locations across India*

- Developed comprehensive mail follow-up system demonstrating sustainable design principles — later adopted organization-wide in 2022 (7-year lifecycle validation)

- Served as Executive Assistant to Air Officer Commanding managing strategic communications, high-level coordination, and sensitive information management

- Awarded Flight Safety Award for exceptional contributions to operational safety protocols and maintaining zero-incident safety record

- Implemented ERP systems across multiple departments with comprehensive user training and change management

- Created systematic communication protocols reducing inter-departmental delays by 60% and improving coordination efficiency

**Technical Operations & Progressive Leadership Development**

*Indian Air Force*

*Dec 2002 – Apr 2013 | Multiple Operational Postings Across India (9 States)*

- Progressive merit-based advancement from technical specialist to operations leadership demonstrating consistent performance excellence and leadership capability

- Managed critical power supply systems for radar operations in extreme desert conditions maintaining zero downtime and 100% operational readiness

- Participated in Operation Varuna (Kosi flood relief, 2008) demonstrating operational versatility and humanitarian mission execution

- Achieved "Best in Ground Service Training" recognition among 2000 trainees

- Completed advanced business and technical education (MBA, BSc IT) while maintaining full-time operational responsibilities

**CORE COMPETENCIES**

*Manufacturing Operations Excellence:*

- Process Optimization & Lean Manufacturing — Expert

- Quality Management Systems (ISO/AS9100) — Expert

- Supply Chain Management & Logistics — Advanced

- Production Planning & Scheduling — Advanced

- Inventory Management & Forecasting — Expert

- Compliance & Audit Management — Expert

*Strategic Operations Management:*

- Zero-Error Operations Framework — Expert

- Crisis Management & Business Continuity — Expert

- Cross-functional Team Leadership — Expert

- International Program Coordination — Advanced

- Stakeholder Management — Advanced

- Performance Management & KPI Development — Advanced

*Business Process Excellence:*

- Continuous Improvement Methodologies — Expert

- Root Cause Analysis & Problem Solving — Expert

- Process Documentation & Standardization — Expert

- Change Management & Implementation — Advanced

- Training & Knowledge Transfer — Expert

- Risk Assessment & Mitigation — Advanced

*Technology & Analytics:*

- Business Analytics & Data-Driven Decision Making — Advanced

- ERP Implementation & Management — Advanced

- Financial Management & Cost Control — Advanced

- Predictive Maintenance Systems — Advanced

- Digital Transformation Support — Intermediate

- Technology Integration & Coordination — Advanced

**EDUCATION**

**Executive General Management Programme (EGMP 68)** — *Indian Institute of Management, Bangalore*

*Mar 2024 – Jan 2025*

- Grade A in Strategic Management, Corporate Finance, Information Systems Management, Business Law

- 74-member cohort across manufacturing, aerospace, consulting, and technology sectors

**Master of Computer Applications (MCA)** — Punjab Technical University, Jalandhar

2011 – 2013

**MBA - Technology Management** — Sikkim Manipal University, Gangtok (Distance Education)

2005 – 2008

**Bachelor of Science in Information Technology** — Punjab Technical University, Jalandhar

2006 – 2008

**PROFESSIONAL CERTIFICATIONS & AWARDS**

- Trade Proficiency Certificate (Advanced Industrial Systems)

- Flight Safety Award (Operational Excellence Recognition)

- Merit Certificate - Ground Service Training Excellence

- Best in Ground Service Training (Among 2000 trainees)

- Financial Accounting & Analysis (IIM Bangalore - 83.9%)

- New Age Business Models (IIM Bangalore - 79.9%)

- Business Negotiations (IIFT New Delhi - 75.9%)

- Design, Technology & Innovation (IIT Bombay - 81%)

**ADDITIONAL INFORMATION**

Languages: Hindi (Native), English (Professional), Maithili (Conversational)

Geographic Experience: Operational excellence across 9 Indian states

Security Background: Former security clearance holder with 20+ years of sensitive operations and international coordination experience

Availability: Available to join with 15 days' notice for Bengaluru-based opportunities

**KEYWORDS**

operations manager, manufacturing operations, process optimization, quality management, supply chain management, lean manufacturing, continuous improvement, crisis management, team leadership, international coordination, ERP implementation, inventory management, compliance auditing, predictive maintenance, KPI development, vendor management, production planning, logistics coordination, cost reduction, business process improvement, change management, root cause analysis, performance management, risk assessment, technology integration, business analytics, operational excellence