

# ANANDUN

Rahul Nilayam, Mannara, Koithoorkonam.P.O, Thiruvananthapuram, India PIN-695584

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I am an efficient and confident candidate with demonstrated experience of working in the sales, customer contracts, account management and research. My experience helped me to develop expert knowledge in these areas. I am highly motivated to continue learning and improving my skills.

## EXPERIENCE

FEBRUARY 2025 - PRESENT

### OPERATIONS LEAD (HR & ADMIN)

DHARMAVINAYA VIDYALAYA

- Overseeing recruitment, onboarding, and induction for all staff.
- Maintaining employee records and compliance documentation.
- Coordinating appraisals, training, and staff development.
- Handling payroll, attendance, and leave management.
- Ensuring compliance with labor laws and school policies.
- Organizing meetings, staff briefings, and documentation.
- Managing procurement, inventory, and facility upkeep.
- Acting as liaison between management, staff, and parents.
- Assisting with school events, parent meetings, and outreach.

SEPTEMBER 2023 - FEBRUARY 2025

### OPERATIONS LEAD (HR & ADMIN)

SANSUT GLOBAL PVT LTD

- Developed and executed operational strategies aligned with organizational goals.
- Analyzed operational performance to identify opportunities for process improvement
- Led initiatives to increase productivity, reduce costs, and streamline workflows.
- Participated in long-term planning and business forecasting with executive leadership.
- Supervised, mentored, and motivated cross-functional teams to ensure high performance.
- Conducted performance reviews and implemented staff development programs
- Audited processes regularly to ensure continuous compliance and optimization.
- Collected customer feedback to identify service improvement opportunities.
- Prepared and presented operational reports to senior leadership.
- Trained staff on compliance requirements and safety protocols.

NOVEMBER 2020 - JULY 2023

## **SENIOR EXECUTIVE, CONTRACT & SALES SERVICES & PROJECT COORDINATION**

RM EDUCATION SOLUTIONS TRIVANDRUM

- Build emails and templates for contract auto renewals sent through the system.
- Handling administrative projects for teams in the U.K
- Interacting with various departments to complete projects on time.
- Maintaining monthly reports and provide inputs regularly.
- High volume management and quality assurance.
- Direct customer interactions regarding contracts as well as account-related queries.
- Maintaining and updating the quality records of the team monthly.
- Manage and coordinate project timelines, resources, deliverables, workflow, and schedule meetings.
- Deliver projects and services on time with defined quality as per customer requirements.
- Handles administrative responsibilities for the project and team members to keep the project running smoothly.

JULY 2020 - NOVEMBER 2020

## **CONSULTANT, ORDER MANAGEMENT**

RM EDUCATION SOLUTIONS TRIVANDRUM

- Working in an exigent and vital process to deliver business required products to the stakeholders and should understand the process of vendor management and scheduling, capable of raising Proforma invoice.
- Coordinate with warehouse and vendors for arranging proper receipt of goods in the warehouse.
- Manage the execution of reporting and analysis to provide actionable, quantitative information that enables effective decision making.
- Processing orders using Microsoft D365 finance and operations and Order entry too.
- Managing excels and providing day to day updates.
- Various report management.

JANUARY 2019 – JULY 2020

## **DATA ENTRY OPERATOR**

BILAGOS SOFTWARES PVT LTD.

- Processing invoices through Abby software.
- Maintaining monthly reports and provide inputs regularly.
- Managing MS Office software like excel, word, power point, etc.
- Team Management and ensuring the targets are met.

## SKILLS

- Account Management
- Supply Chain Management
- Customer Contracts
- Financing
- Sales support
- Configuration Audit
- Service Quality Assurance
- Email marketing
- Social Media Marketing
- Team Management
- Research
- Excel Intermediate
- Front Office and Cash Handling

## TOOLS

- Avaya
- Tableau
- Microsoft D365
- Google Sheets
- Google Analytics
- Tally
- Microsoft Office
- JAVA
- Canva

## EDUCATION

JULY 2017 - MARCH 2018

**HIGHER DIPLOMA IN CO-OPERATION & BUSINESS MANAGEMENT,**  
CO-OPERATIVE TRAINING COLLEGE, TRIVANDRUM

JULY 2013 - APRIL 2016

**BACHELOR OF COMMERCE,** BETHANY COLLEGE, NALANCHIRA

JUNE 2011 - MARCH 2013

**PLUS TWO,** SANTHIGIRI VIDYABHAVAN, POTHENCODE

JUNE 2010 - MARCH 2011

**SSLC,** SANTHIGIRI VIDYABHAVAN, POTHENCODE

## **PERSONAL INFORMATION**

GENDER	:	MALE
DATE OF BIRTH	:	02/01/1996
MARITAL STATUS	:	SINGLE
NATIONALITY	:	INDIAN
CONTACT NO	:	+91 9074342431
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## **PERSONALITY STRENGTHS**

- Fast learner and easily adaptable
- Team building and dynamic leadership
- Confident, Hardworking and Energetic.
- Punctual and dedicated
- Willing to explore new techniques.

## **DECLARATION**

I hereby certify and declare that all the statements made in this resume are true, complete, and correct to best of my knowledge and belief. I am self-motivated with an ability to work individually and as a part of a team. I could handle responsibilities and challenges entrusted to me with a sense of ownership, Accountability, sincerity & perseverance.

Date : 09-05-2025

Place: Trivandrum

Anandu N

