



Chetan Bhavsar

an enthusiastic Operations Manager

Personal Info

Residential Address:

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Badlapur West Thane 421 503

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Can Speak & Understand

Marathi (Mother tongue)
Hindi, English, Gujarati

Pro Skill Set

- End-to-End Project Tracking
- Start to Closure strong follow up skill
- Project Governance
- Innovative at Dashboard preparation
- Strong Data Analysis skill
- Project Planning, Scheduling and Execution
- Strong verbal and written communication skill
- Proficient at MS Office tools like MS Excel, Power point, Word
- Stake Holder Management - Proven experience of communicating with people from all levels from mid to senior level
- Well versed with Project life cycle, Project Initiation to Project Closure

An astute professional offering 10 years of rich & comprehensive experience in achieving results in highly competitive environment in the field of Project and Operations Management.

Proficient ability in extending operational support and working towards enhancing customer experience by handling grievances in minimum TAT and working towards maximizing revenue in assigned territories.

Experienced as PMO Support role with 9+ years of relevant experience in a sensitive PMO environment. Outgoing and detail-oriented, I am proficient at managing overall End-to-End PMO activities with minimum supervision. Seeking to leverage skills earned as part of PMO and Delivery Operations team.

Professional Work Experience

Assistant Operations Manager

Xerox India Ltd | Worli, Mumbai
Mar-2012 to Ongoing | 8.7 Years

- Customer Operations Management for assigned accounts
- Project and Operations Analysis, Dashboard preparations
- KPI management as per contract and SoW
- Overall budget and revenue growth from assigned accounts

Software Quality Analyst

Polaris Software's Lab. Ltd | Goregaon, Mumbai
Jan-2012 to Mar-2012 | 0.2 Years

- Data analysis & reporting for various needs of Product Quality teams
- Preparing and publishing Daily/Weekly Quality Dashboard reports
- Facilitating and attending Product Quality status review meetings with Quality Manager's & Quality Director's- circulating the 'Minutes' and 'Action Items' and tracking them.

Project Engineer / PMO Analyst

Ericsson India Ltd (Through Essjay Ericsson Pvt. Ltd.) | Goregaon, Mumbai
Jul-2009 to Jan-2012 | 2.6 Years

- Act as SPOC for E2E project status – facilitate Project Status review meetings and reports
- Work closely with Project Director through all the phases of Project
- Participate in Project Planning activities like Resource Planning, Time Planning, Budget Planning
- Do Project Analysis wrt Time, Quality, Budget, SoW

Project Coordinator

Alcatel-Lucent Manage Solution India Pvt. Ltd. | Mahape, Navi Mumbai
Sep-2008 to Jul-2009 | 0.10 Years

- Central Project Coordinator
- Central MIS Reporting

Project Coordinator / Customer Service Representative

Reliance Telecommunications | Mahape, Navi Mumbai
Nov-2006 to Sep-2008 | 1.10 Years

- Project Coordinator for Central PMO
- Central MIS Reporting
- Reliance BPO for 08 months

Education

2003-2006 Engineering Diploma in IT (Information Technology) from
Vidyalankar polytechnic Wadala, Mumbai after 12th Sci.