**Karan A Chhabria**

10/A/8 New sion co-operative Housing society opp sies college sion w mum-22

  M- 981 948 3083   E-  [karanchhabria1@gmail.com](mailto:karanchhabria1@gmail.com)

Results-orientated General Manager with over 13 years’ experience providing direction and leadership to high performance teams to attain organizational objectives.

**Core Competencies**

* planning and organizational skills
* communication skills
* problem assessment and analysis
* judgment and decision-making
* delegation
* teamwork
* coaching

**General Manager**

**The Food Analysts- Duration April 2017 Till Present**

Held a key leadership role in the start-up including development, pricing, operational procedure development, and workflow planning.

introduction of innovative solutions and strategies to improve efficiencies

Screened, interviewed, hired, and trained the entire team of house employees on all aspects of operations, menu, food/service quality, and performance expectations.

Created a motivated and positive store environment to inspire employees and make the customer feel welcome.

Authored company rules and regulations, employee handbook, and performance review process.

Built a team whose main priority is customer service and accomplished this through hiring, coaching, and changing store culture.

Strong revenue growth and performance excellence.

**EXPERIENCE**

**VNS Finance & Capital Services Ltd.**

**Head of Department operations-Duration Jan 2016 Till March 2017**

* + Achieving the Business targets assigned in terms of, generating revenue, acquiring clients, enhancing and upgrading the client relationship
  + Responsible for activation of trading account of clients, assisting new entrants in the equity market to understand the dynamics of market (HNI Clients & Maintain Client Relationship)
  + Proactively identify gaps, report on quality trends, and make recommendations for improving and enhancing the existing framework /process.
  + Handling a Team of 50 Associates, 2 Team Leaders, and 4 Team Coaches. Ensuring the highest levels of service to the clientsTaking Operations Round of interviews of the candidates.
  + Daily Meetings and Monthly Reviews with the Team and the Higher Management

**Britt World Wide/ Viztar International Pvt Ltd**

**Manager-Duration 2011 Till 2016**

* Handling operational activity as per client instruction, Field activities & Billing activities
* Heading the overall infrastructure of the center in the absence of the HOD
* Interacting with the clients on daily basis and taking downloads for the updates required
* Taking care of their online listing of Books & CD’s & the after sales service for online buyers
* Make the employees productive by giving on floor training.

**Respondez/Spanco Telesystems & Pvt Ltd.**

**Project Leader-Duration 2004 Till 2011**

* Handling a team of 18 agents taking daily huddles and motivation
* Mentoring new hires & Barging calls for new executives
* Responsible for smooth transitioning of new to the operations flow & achieving daily sales target

**EDUCATION Bachelor of Commerce,**

University of Mumbai, 2007