



JIMMY ASHARA



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EDUCATION

MBA – Marketing (81.4%) 2010-12
Gujarat Technological University

BBA – Marketing (76.5%) 2007-10
Gujarat University

CAREER OBJECTIVE

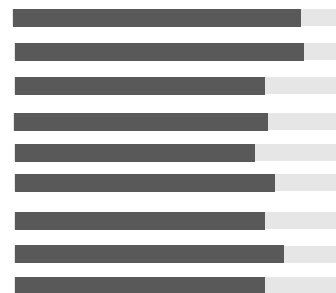
A manager with 8+ years of experience into Operations, Strategy and Analytics seeking an opportunity in management role to solve organizational challenges by providing a great product and exceptional service. I want to be a great people's person with cross functional expertise to develop new avenues for the business and expand its horizons. I wish to manage a company someday.

PERSONAL SKILLS

Dependable
Ethical
Self Confident
Organized
Creative
Initiative
Attention to detail
Team Player
Leadership

PROFESSIONAL SKILLS

Operations Management
Strategy & Process Management
Analytics & Data Management
Sales
Marketing
Business Expansion
Team Management
Vendor Management
Warehouse Management



CERTIFICATIONS

Content Marketing May 2020
HubSpot Academy

Sales Management June 2020
HubSpot Academy

SOFTWARE KNOWLEDGE

MS Office – Word, Excel, Powerpoint
CRM – Zoho, Hubspot
Project Management Tool – Asana
Communication Tool – Slack
G Suite – Docs, Sheets, Slides, Forms

WORK EXPERIENCE

City Operations Manager – NoBrokerHood Nov 2020 – Till Date

- Managing city level operations with a team of 12 Key Account Mangers
- Responsible for Customer onboarding, Customer service and Customer retention
- Onboarded 45+ societies consecutively for 3 months.
- Increased App usage in the society from 36% to 56% in 3 months
- Achieved 97% Customer resolution through effective service.

Deputy Manager HR - Sintex Industries June 2020 – Nov 2020

- Managing a team of 6 HR and Admin executives & their productivity.
- Managing and Co-ordinating Training activities & New projects / Initiatives
- Responsible for Process management and SOP creations
- Data management and Report generation from HR Perspective

Deputy Manager Operations - Endeavor Careers Feb 2018 – Jan 2020

- Managed a team of 8 publishing executives and Increased their efficiency by 150% in a span of 6 months by creating SOP's and work formats.
- Reduced 20% cost across products through efficient vendor negotiations.
- Maintained 100% timely delivery of printed products by due time through efficient co-ordination.
- Improved dispatch efficiency by 100% and reduced error rate by 80%.

FREELANCING EXPERIENCE

Strategy and Marketing Consultant
Hospital Information System
2020 – 2 Months

Sales and Marketing Consultant
Fit Gujjus
2017 – 2020 – 3 Years

WORK EXPERIENCE (DURING COLLEGE)

Marketing Intern 2011
Anar Chemicals
(2 Months)

Tele Sales Executive 2009
E-Spectrum – US Campaign
(3 Months)

Tele Sales Executive 2008
E-Spectrum – US Campaign
(3 Months)

LANGUAGES KNOWN

English
Hindi
Gujarati

HOBBIES

Solo Bike Trips
Nature Photography
Playing Computer video games
Playing Chess and Volley Ball
Reading Fiction Novels
Writing Short Poems
Watching History TV & Discovery

WORK EXPERIENCE

Operations Manager June 2016 – Nov 2017
Purple Docs

- Managed operations team of 8 supervisors and 80+ executives – Right from recruitment to training and day to day operations.
- Setup 3 new centers & 7000 sq.ft warehouse in Gujarat from scratch.
- Responsible for handling entire business operation of 25 Cr annually.
- Relationship manager of Top 10 key clients (Hospitals).
- Increased output by 200% and efficiency by 50% through cross functional training, starting 24 x 7 Shifts and optimizing resources.
- Streamlined business activities by creating various policy and processes.
- Reduced 30% operational cost by efficient negotiations with vendors and exploring new options.

Operations Manager Sep 2015 – May 2016
Vario Fitness

- Led a Sales team of 6 and achieved 200% target sales
- Achieved 500+ partner signups over 3 cities in a short span of 3 months.
- Trained Sales team on CRM – Zoho, Hubspot and served scrum master for IT.
- Increased customer conversion from 50% to 90% through regular feedback and training to sales team.
- Improved digital presence by 50% month on month growth for 6 months.
- Co-ordinated with vendors for BTL Activities and achieved 1000+ Sign ups for every public events and 20+ sign-ups for society based events.
- Achieved 25% customer engagement in 6 months through Email & SMS campaign.

Assistant Manager Operations June 2012 – July 2015
GVK EMRI (108 Emergency Services)

- Increased 50% emergency cases in villages through awareness by road shows, events and demo's.
- Achieved 90% target of selling First responder training to hospitals, corporates, Industrial units and Govt.
- Improved 20% state performance on every KPI's for 3 years through monitoring and sharing weekly reports. EX -
 - Improved Case Closing Rate from 12% to 98% in a span of 2 Months.
 - Reduced 50% of Ambulance accident by Monitoring Ambulance Speed through Vehicle Tracking system
- Identified 10% of locations with low cases for optimization of resources.
- Reduce ambulance response time by 10 – 15 mins by identifying hotspots with high case flow and relocated ambulances to these places in peak time.
- Reduced 80% Shift Cancellations through daily shift tracking.
- Reduced expense claim cycle from 3 months to 7 days.
- Started E-visit to track live visits of supervisors and improve the quality of visits leading to 100% ambulances covered in visits every month.
- Increased 20% quality audit score through monthly field staff training.
- Reduced 90% Operations Concerns in 24 hrs through efficient co-ordination
- Created standards for DPMI (District Performance Measurement Index) which was later on rolled out nation wide as best practice.