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| Dhairya Sagar   |  |  |  | | --- | --- | --- | | General & Operations Manager | 65/A Amidhara Society, Nr. Sterling City, Opp. Gram Panchayat Bopal, Ahmedabad, Ahmedabad, 380058, India | +919879112254 | | |
| Details 65/A Amidhara Society, Nr. Sterling City, Opp. Gram Panchayat Bopal, Ahmedabad, Ahmedabad, 380058, India  +919879112254  [dhairya.sagar@gmail.com](mailto:dhairya.sagar@gmail.com) Place of birth Ahmedabad Links [Linkedin](linkedin.com/in/dhairya-sagar-a7b5b01a) Skills  |  |  | | --- | --- | | Communication Skills | | |  |  |  |  |  | | --- | --- | | Leadership Skills | | |  |  |  |  |  | | --- | --- | | Management Skills | | |  |  |  |  |  | | --- | --- | | Computer Skills | | |  |  |  |  |  | | --- | --- | | Fast Learner | | |  |  |  Languages  |  |  | | --- | --- | | English | | |  |  |  |  |  | | --- | --- | | Hindi | | |  |  |  |  |  | | --- | --- | | Gujarati | | |  |  | | |  |  |  |  | | --- | --- | --- | --- | |  | | Profile | | |  | Experienced and effective Operations Manager bringing forth valuable industry experience and a passion for management. Results oriented with a proven track record of improving overall operations within a company or department. Adept in analytical thinking, strategic planning, leadership, and the management of staff and procedures. Experienced in leading staff members and evaluating project progress to achieve results in a timely manner. | |  |  |  |  |  | | --- | --- | --- | --- | |  | | Employment History | | |  | General Manager at Accurate Billing Services Pvt ltd., Ahmedabad May 2014  Roles & Responsibilities:  • Sole responsible for the entire billing operations in Ahmedabad.  • Manage staff, preparing work schedules and assigning specific duties.  • Establish and implement the Company policies, goals, objectives, and procedures, conferring with other members, organization officials, and staff members as necessary.  • Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes.  • Monitor businesses and agencies to ensure that they efficiently and effectively provide needed services while staying within budgetary limits.  • Monitoring the Daily production of the Team and conducting the Team meetings with the Process managers of the different team. General Manager at I-Serve Systems Pvt Ltd, Ahmedabad January 2003 — May 2014  **General Manager – Sep 2012 to May 2014**  **Reporting: - To Company Directors and Finance Controller at UK office.**  **Roles & Responsibilities: -**  ▪ Looking after the entire company operations.  ▪ Managing staff strength of 120 employees.  ▪ Managing performance management of departmental heads.  ▪ Staff Recruitment and Induction and other HR related work.  ▪ Client Hospitality and dealing with business enquirers.  **Operations Manager (Back Office) for Multi -Installations Ltd (UK) – Jan 2009 to September 2012**  **Details of various department Operations in Back Office: -**  ▪ Responsible for complete Back-office operations at India office  ▪ Led the team heading various departments like Procurement, Accounts, Payroll & Wages, Marketing, Designing & Estimation  ▪ Sending Quotations and Estimations to clients  ▪ Preparing Retention Application.  ▪ Chasing Final Retention of the company with Main Contractors and End Clients.  ▪ Maintaining Records for the Applications sent.  ▪ All correspondence with the Main Clients through phone calls, fax, letters & emails.  ▪ Verification of retention applications from all the clients & maintaining all its records  ▪ Processing Invoices based on retention and Job Costing.  ▪ Responsible for entire client communication with regards to Accounts, Invoices and Payments.  ▪ Consistently monitoring the team to improve & strive for better results.  ▪ Sending the remittance advice as per the payment norms.  ▪ Managing entire payrolls and wages for the workers at different sites in UK and for the company.  ▪ Verifying the calculated documents & time sheets and approving them further.  ▪ Sending Wages report directly to Clients and UK office for related payments.  ▪ Dealing queries of & monitoring various Live jobs  **Previous Designation: - Floor Manager – Jan 2007 to Jan 2009**  **Reporting to: - Operations Manager - India, BDM at UK office and various Clients in UK**  ▪ Managing the operations of voice, non-voice, web-support help desk projects.  ▪ Conversant with the technical tools such as PD - Managing the process activities accordingly.  ▪ Responsible for all the strategic prior arrangements needed for the project commencement.  ▪ Organizing and scrutinizing recruitment with the help of HR team to put the best staff in place.  ▪ Responsible for the training & coaching the Project Heads and their team.  ▪ Motivating team morale and strive to get the desired result for the client.  ▪ Constant liaison with the UK Clients and Project Heads on volume forecasting and target setting.  ▪ Quality assessment of the teams and helping them to implement quality parameters.  ▪ Measuring the cost effectiveness of the projects against the result achieved in order to take operational strategic decision for the process.  ▪ Checking all the reports by project heads, after sales report and active on site support to all the teams.  ▪ Monitor, control and re-iterate compliance of all the standards expected by clients  Heading various projects with the below specialized products of different Clients –  **UK processes**  ▪ Health care customer service,  ▪ Money transfer (all inbound)  **Australian Process**  ▪ Back Office & Order Processing  **US Process**  ▪ Inc21 Telecom Package  **Details of previous Job Profile in the same company since Jan 2003**  ▪ Worked as a “Project Leader” for One2Dial - Inbound & Outbound Project (UK) as was promoted in the same project from  **Jan 04 till Dec 06.**  ▪ Also handled verification & monitoring the sales of 3G Network Mobile Services during the same tenure.  **Operational Responsibilities as a Project Leader**  ▪ Handling a team of 25 on rolls CCR & CSR.  ▪ Supervising the team tasks undertaken by the project and the client.  ▪ Monitoring daily revenue of the campaign.  ▪ Guiding the team in order to carry out the operation smoothly  ▪ Responsible for Customer Relationship Management for the project  ▪ Assigning quotas to the team and evaluating their performance.  ▪ Preparing various project reports as required by the Client.  ▪ Correspondence with the Clients, officials & team in regard to the project matters  ▪ Providing suggestions and innovative ideas for the future advancement of the project.  ▪ Training new employees in the team and providing them with the product knowledge for the project.  Customer Care Executive & Tele Sales Representative for One2dial (2003 June)  **Customer Care Executive for Planet Health (2003 Jan)** Store Manager at Khazana Stores Pvt. Ltd, Ahmedabad January 2002 — January 2003   * Responsibilities Maintaining store inventory * Preparing reconcile report * Maintaining store registers & Banking activities * Served as a successful leader, promoting and achieving store success.  Cashier/Computer Operator at The Baby Shop L.L.C. (UAE), Dubai March 1999 — November 2001   * Responsibilities Handling cash * Maintaining sales register * Preparing reconcile reports & Banking activities  Territory Manager at Money Managers India Ltd, Ahmedabad July 1995 — February 1999   * Managing Sales Team of 25 team members For Direct marketing of CITI Bank Equity Advance & Credit Cards | |  |  |  |  |  | | --- | --- | --- | --- | |  | | Education | | |  | Bachelor of Commerce (Honours), Gujarat University Ahmedabad, Ahmedabad April 1992 — May 1995 "Higher Secondary School Certificate Exam, Gujarat Law Society (GLS), Ahmedabad April 1991 — March 1992 "Secondary School Certificate Exam (SSC)", Gujarat Law Society (GLS), Ahmedabad April 1989 — March 1990 | |  |  |  |  |  | | --- | --- | --- | --- | |  | | References | | |  | References available upon request | | |