

# VAIBHAV SAHU

+91 9140827771 · [sahuvaibhav92@gmail.com](mailto:sahuvaibhav92@gmail.com) · LinkedIn /vibs21592

Ghantaghar Kanpur, Uttar Pradesh

## OPERATIONS MANAGER BUSINESS

Detail-oriented Business Operations Manager specializing in backend operation, field operations, team management, client management, project management with 13 years of experience. Proven ability to streamline operations, enhance efficiency, and drive business growth through meticulous data analysis and strategic insights. Skilled in developing and implementing robust reporting systems that facilitate informed decision-making and improve operational transparency. Adept at fostering collaborative relationships across teams to achieve organizational goals. Seeking a challenging opportunity to leverage analytical skills and operational expertise.

## STRENGTHS AND EXPERTISE

Data Management & Analysis  
Reporting and Dashboards  
Process Implementation  
Quality Control

Problem-Solving  
Team Leadership  
Resource Management  
Strategic Planning

Project Management  
Business Acumen  
Report Automation  
Communication

## PROFESSIONAL EXPERIENCE

**Weather Risk Management Services Pvt. Ltd**  
(Operation's Manager: Business)

Jan 2016 – Present

I began my journey at WRMS in 2016 as a Weather Data Analysis Coordinator. Over the years, I have successfully transitioned through roles encompassing Back Office Operations, Field Operations, Team Leadership, Client Relationship Management, and Business Operations Management.

### Roles and Responsibilities Overview:

**Project:** Technology based farm level yield insurance for smallholder farmers

(2020 – 2024)

**Positions Held:** Operation Manager (Business)

**Clients:** ISF - Insuresilience Solutions Fund with Frankfurt School of Finance & Management

- Developed and presented comprehensive reports summarizing activities and performance business teams across all regions in India.
- Analyzed data to identify trends, opportunities, and challenges, providing actionable insights to senior management.
- Generated individual performance reports for each team member, tracking key metrics such as sales targets, client interactions, and project milestones.
- Collaborated closely with team leaders to ensure accurate and timely reporting, fostering accountability and transparency within the team.
- Compiled detailed reports on client projects, including progress updates, deliverables, and client satisfaction metrics.
- Functioned as a point of contact for clients regarding project status and performance metrics, ensuring alignment with client expectations.
- Delivered regular reports to senior management highlighting overall business performance, key achievements, and areas for improvement.
- Presented findings and recommendations to support strategic decision-making and operational planning.
- Successfully managed the backend management information systems for the SecuFarm project, ensuring data accuracy.
- Organized and facilitated farmer meetings, providing critical support and information on digital farming techniques and project benefits.

**Project:** SecuFarm (Income Guaranteed Smart & Sustainable Farms)

**(2020 – 2024)**

**Positions Held:** Operation Manager (Business)

**Clients:** Tata Trusts, WWF - World Wildlife Fund, GIZ- Deutsche Gesellschaft für Internationale Zusammenarbeit

- Implemented IoT solutions to monitor crop health and soil conditions, providing real-time data to farmers and improving decision-making.
- Utilized GIS technology to map and analyze farmland, optimizing resource allocation and crop planning.
- Conducted physical & digital surveys to gather comprehensive data on farming practices and challenges, enabling targeted interventions.
- Established a telephonic support system to assist farmers with technical and agricultural queries, enhancing their productivity and crop yield.
- Client Engagement and Reporting, Workforce Hiring and Training, Project Management and Reporting, Client meeting, Farmer meetings and engagements program, Project closure report and invoicing.

**Project:** Farmer Field verification activity (PMFBY)

**(2019 – 2020)**

**Positions Held:** Field Operations & Client Relationship Manager

**Clients:** ICICI Lombard, HDFC ERGO, Oriental Insurance, Chola Mandalam, Royal Sundaram General Insurance.

- Consolidating the information of IU's, NOS of CCE's, notified crops from govt. notification.
- Getting estimates of total NOS of CCE from the table published by agriculture department.
- Analysis of selected CCE plot & crop with the help of random number table and notification.
- Claim estimation of losses of particular IU through yield analysis.
- Analysis of yield between co witness & govt. forms to know the contestable cases.
- Validation of insured farmer MIS with insured units & crops given in govt. notification.
- Process of CCE payments on the basis of QC approved CCE's.

**Project:** Crop Cutting experiments (PMFBY)

**(2017 – 2019)**

**Positions Held:** Team leader, Data Analyst & Client Relationship Manager

**Clients:** ICICI Lombard, HDFC ERGO, Oriental Insurance, New India Assurance, Chola Mandalam, Bajaj Allianz General Insurance, Agriculture Insurance Company of India Ltd

- Consolidating the information of IU's, NOS of CCE's, notified crops from govt. notification.
- Getting estimates of total NOS of CCE from the table published by agriculture department.
- Analysis of selected CCE plot & crop with the help of random number table and notification.
- Claim estimation of losses of particular IU through yield analysis.
- Analysis of yield between co witness & govt. forms to know the contestable cases.
- Validation of insured farmer MIS with insured units & crops given in govt. notification.
- Process of CCE payments on the basis of QC approved CCE's.

**Project:** Weather Data Analysis & Forecast

**(2016 – 2017)**

**Positions Held:** Weather Data Analysis Coordinator

**Clients:** National Insurance Company, Oriental Insurance Company, Reliance General Insurance

- Investigate atmospheric phenomena and interpret meteorological data, gathered by surface and air stations, satellites, and radar to prepare reports and forecasts for public and other uses. Includes weather analysts and forecasters whose functions require a detailed knowledge of meteorology.
- Analyzed meteorological data gathered from surface and air stations, satellites, and radar to prepare accurate weather reports and forecasts.
- Investigated atmospheric phenomena to interpret and compile data, enhancing the precision of weather predictions.
- Compiled and presented detailed weather reports for clients, including insurance companies, to assist in risk assessment and policy decisions.

**Rotomac Global Pvt. Ltd**  
**(Corporate Sales Coordinator)**

**Sep 2015 – Jan 2016**

**Positions Held:** Corporate Sales Coordinator

**Roles and Responsibilities Overview:**

- Circulate sales data on Daily Basis.
- Circulate SR, TSI, ASM & RSM Wise sales report on Daily Basis.
- Coordinate with SR, SM, TSI AM & RSM for sales related queries.
- Data Coordination with Vice Precedent as on demand.
- Responsible for Sales & Marketing related all queries.

**Dishnet Wireless Ltd (Aircel)**  
**(Zonal Sales Coordinator)**

**Oct 2014 – Sep 2015**

**Positions Held:** Zonal Sales Coordinator

**Roles and Responsibilities Overview:**

- Circulate MIS on a daily basis.
- Circulate TSM Wise & DCP Wise Performance on daily basis.
- Coordinate with TSM's, ZSM's for New DCP & LMP Launch.
- Data Coordination with Circle as on demand.
- Coordinate with DCP's for various kind of claims & queries.
- Responsible for billing orders of All KNP ZONE DCP's

**Aditya Birla Group (Idea Cellular)**  
**(Zonal M.I.S.)**

**Sep 2012 – Sep 2014**

**Positions Held:** Zonal Business MIS.

**Roles and Responsibilities Overview:**

- Circulate prepaid sales MIS on a daily basis.
- Circulate TSM Wise & DCP Wise performance tracker on daily basis.
- Coordinate with TSM's, TSE's and ASM's for new DCP launch.
- Data coordination with Circle as on demand.
- Coordinate with DCP's for various kind of claims & queries.
- Handling field related issues of TSE's, TSM's and ASM's.

**Unitech wireless ltd. (Telenor)**  
**(Customer Activation Officer)**

**Aug 2011- Sep 2012**

**Positions Held:** Customer Activation Officer.

**Roles and Responsibilities Overview:**

- Responsible for Prepaid Activations.
- Responsible for CAF & Customer doc's audit.
- Visiting distributors point on alternate days.
- Dispatch of CAF and Data Maintenance.
- Training and Development FST for implementation of documentation.

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## **EDUCATION**

**Academic Qualification:**

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|----------------|--------------------|------|
| • High School  | UP Board           | 2008 |
| • Intermediate | UP Board           | 2011 |
| • B.Com        | C.S.J.M University | 2016 |

**Academic Qualification:**

- |                                       |             |      |
|---------------------------------------|-------------|------|
| • Diploma in Computer Application     | ITI Kanpur  | 2011 |
| • Certificate in Tally 9.0 ERP        | ITI Kanpur  | 2011 |
| • Certificate course in PC Technician | NIIT Kanpur | 2012 |