

## Operations Manager

KEY COMPETENCIES    Multi - Operations Management    People Management    Customer Services - Emails    MIS    Vendor & Client Services Management    Cross Functional Coordination    Banking & Financial Services    Transaction Monitoring \* ATM Operations    & Prepaid Card Operations (Pre-Issuance & Post-Issuance)    POS Operations \* JOB PROFILE & SKILLS:

An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities. Extensive experience in managing operations with demonstrated leadership qualities & organisational skills during the tenure. Managing customer centric operations & ensuring customer satisfaction by achieving service quality norms. Analyzing of all operational problems, customer complaints and take preventive and corrective actions to resolve the same. Receive and respond to Key customer inquiries in an effective manner and provide relevant and timely information. Deft in steering banking back-end operations, analyzing risks and managing delinquencies with dexterity across applying techniques for maximizing recoveries and minimizing credit losses. Analyzed & identified training needs of the team members and developing, organizing and conducting training programs and manage bottom quartile team to improve their performance. Preparing and maintaining daily MIS reports to evaluate the performance and efficiency of the process relate to various verticals. Measuring the performance of the processes in terms of efficiency and effectiveness matrix and ensuring adherence to SLA. Major Activities Define processes for Field Services are monitored and necessary checks are executed and controlled. Also measured Vendor SLA by analyzing the TAT of vendors & the Client SLA provided to us. As per company procedures, handling & ensuring vendor's payment issues to be sorted out & payments are processed on quarterly basis. Appropriately plan and execute each skill of operations in accordance with the department's policies and procedures. Manage relationships with business team, software development team and other services to achieve project objectives. Different software worked till no: - a. CTL prime - Axis Bank Credit Cards b. Insight - For POS Machine technical operations for Amex (MID & TID Generation- ATOS (Venture Infotek) c. Ticket Management System - TATA Communications Private Services Ltd (ATM - NOC Operations) d. Branch Portal (Yalamanchili Software Exports Ltd) - Prepaid Cards (SBI Bank & Zaggile Prepaid Oceans Services Ltd) Zaggile Prepaid Ocean Services Pvt Ltd Oct, 2017 to Till Date Designation: Manager - Operations (Payment Industry - Prepaid Cards - INR) Education Details

Commerce Mumbai, Maharashtra Mumbai University

## Operations Manager

Service Manager - Operations (Payment Industry - Prepaid Cards - INR & FTC)

### Skill Details

OPERATIONS- Experience - 73 months

SATISFACTION- Experience - 48 months

TRAINING- Experience - 24 months

NOC- Experience - 23 months

POINT OF SALE- Experience - 20 months

### Company Details

company - Zaggie Prepaid Ocean Services Pvt Ltd

description - Card Operations

company - Yalamanchili Softare Exports Ltd

description - 24\*7 Operations Pvt Ltd) Dec 2015 to Feb 2017

Designation: Service Manager - Operations (Payment Industry - Prepaid Cards - INR & FTC)

**Key Contributions:** A result-oriented business professional in planning, executing & managing processes, improving efficiency of operations, team building and detailing process information to determine effective result into operations.

Ensuring PINs generation (SLA) is maintained and chargeback cases are raised in perfect timeframe.

Managing email customer services properly and ensuring the emails are replied properly. Also, ensuring transaction monitoring is properly managed 24/7.

Assisting Bankers (SBI & Associated Banks) for their BCP plans by getting executed in the system with the help of DR-PR plans & vice versa or any other business requirements.

Expertise in maintaining highest level of quality in operations; ensuring adherence to all the quality parameters and procedures as per the stringent norms.

Lead, manage and supervise the execution of external audit engagements and responsible for presenting the findings &

developing a quality reports to the senior Management and Clients.

Coach/mentor (20) team members to perform at a higher level by giving opportunities, providing timely continuous feedback and orking ith staff to improve their communication, time management, decision making, organization, and analytical skills.

Providing the solutions and services to the client in their on premises ith aforesaid count of team members.

Also ensuring end to end process of PR & DR as per client requirements (PR- DR & DR -PR) by interacting ith internal & external stakeholders.

Determining process gaps and designing & conducting training programs to enhance operational efficiency and retain talent by providing optimum opportunities for personal and professional groth.

company - Credit Cards

description - Ensured highest standard of customer satisfaction and quality service; developing ne policies and procedures to improve based on customer feedback and resolving customer queries via correspondence, inbound calls & email channels ith the strength of (12-16) Team members.

company - AGS Transact Technologies Limited

description - Key Contributions: Lead - SPOC to Banks

company - TATA Communications Payment Solutions Ltd

description - To make ATMs operational ithin TAT by analyzing the issue is technical or non-technical and also by interacting ith internal & external stakeholders.

company - Vertex Customer Solutions India Private Ltd

description - Key Contributions: Build positive orking relationship ith all team members and clients by keeping Management informed of KYC document collection & con-current audit progress, responding timely to Management inquiries, understanding the business and conducting self professionally.

company - Financial Inclusion Netork & Operations Limited

description - Key Contributions: POS-Operations Cascading the adherence of process is strictly folloed by team members & training them to reduce the dontime.

Managing Stock of EDC Terminals Managing Deployments of terminals through Multiple teams ould have orked ith

multiple terminal make & model Managing Inard, Outard & QC of applications installed in the POS machines.

company - Venture Infotek Private Ltd

description - Key Contributions: POS-Operations

company - Axis Bank Ltd - Customer Services

description - Aug 2006 to Oct 2009 (Ma-Foi&I- smart)

Designation: Team Leader/Executive - Emails, Phone Banking & Correspondence Unit (Snail Mails)