

# Srishti Agrawal | Operations Manager

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## Key Career Highlights

- Optimized operations across multiple enterprise software deployments, reducing overhead by 15% and improving resource utilization by 25%.
- Improved operational efficiency by 20% through standardized processes and lean practices while maintaining 100% adherence to revenue milestones.
- Led cross-functional teams and vendor partners to deliver complex projects on time and under budget.

## Professional Summary

- Seasoned Operations Manager with expertise in process optimization, resource allocation, and vendor performance management.
- Adept at aligning operations with supply chain and procurement functions to maximize efficiency, quality, and customer satisfaction.
- Skilled in establishing KPIs, dashboards, and governance frameworks that enable data-driven decision-making and continuous improvement.
- Knowledgeable of Lean and Six Sigma principles; capable of applying foundational techniques to eliminate waste and improve throughput.

## Core Skills & Competencies

- Operations Management & Process Optimization
- Supply Chain & Vendor Management
- Resource Planning & Team Leadership
- Cost Reduction & Budget Control
- Quality Management & Compliance
- Lean & Six Sigma Methodologies
- Risk Management & Business Continuity
- Data Analysis & KPI Reporting
- Continuous Improvement & Change Management
- Cross-Functional Collaboration

## Tools & Technologies

- SAP ERP modules (MM/SD), Oracle SCM basics, TMS and WMS
- MS Project, JIRA, Power BI, Tableau, SAP Analytics Cloud
- Lean tools, Six Sigma DMAIC framework
- Python, SQL, Excel for data analysis
- CRM/HRMS/CLM platforms, Slack, Teams

## Professional Experience

### New Era Technology | Operations Manager (Dec 2021 – Present)

- Managed operations for enterprise software deployments, coordinating product, engineering, and consulting teams to ensure on-time and within-budget delivery.
- Implemented lean practices and standardized workflows, reducing project overhead by 15% and boosting resource utilization by 25%.
- Developed KPIs and dashboards to monitor operational performance; leveraged data to improve sprint efficiency by 20% and enhance cross-department communication.
- Collaborated with procurement and vendor teams to align operational activities with supply chain requirements and negotiate favorable contracts.
- Instituted risk management and compliance frameworks, achieving zero missed revenue milestones and improving stakeholder confidence.

### Spoors Technology | Operations Analyst (Apr 2021 – Nov 2021)

- Streamlined sales and marketing operations by enhancing CRM data hygiene and outreach workflows, increasing qualified lead conversions by 30%.

- Managed a team of five interns, delegating tasks and optimizing processes to improve efficiency by 20%.
- Created dashboards for pipeline forecasting and performance tracking, enabling leadership to make informed decisions.
- Performed competitor and market analysis to support strategic planning and vendor negotiations.

## **Key Projects & Achievements**

- Introduced lean manufacturing principles, reducing production cycle times by 30%, decreasing defects by 25%, and improving customer satisfaction by 15%.
- Implemented an inventory management system that cut stockouts by 30% and increased inventory turnover by 25%.
- Optimized logistics operations and vendor coordination, resulting in a 15% reduction in transportation costs and a 20% increase in on-time deliveries.
- Developed supply chain dashboards to monitor vendor performance and identify bottlenecks, enabling proactive risk mitigation and continuous improvement.

## **Education**

**Master of Business Administration (MBA)** — 2021  
International Management Institute

**Bachelor of Business Administration (BBA)**  
Sam Higginbottom University of Agriculture, Technology & Sciences

## **Certifications**

- SAP Certified Specialist – Project Manager – SAP Activate for Agile Implementation Management
- SAP Certified Application Associate – SAP Analytics Cloud & Planning
- PMI Agile Certified Practitioner
- Lean Six Sigma Yellow Belt (pursuing)
- Business Communication & Presales Management Certifications

## **Preferred Location & Work Mode**

Bangalore, Karnataka, India (Hybrid; open to On-site or Remote).