

LOREM IPSUM

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OPERATIONS ~ GENERAL ADMINISTRATION ~ BACK OFFICE MANAGEMENT

Can be headhunted for a managerial level position with an organization of repute

COMPETENCY FORTE

An ambitious professional, **having exceptional interpersonal skills with 7.6 years of varied exposure** with reputed business establishments, performing diverse roles and having hands-on experience in **Backend Operations, General Administration, Business Operations, Strategic Planning, Target Achievement, Relationship Management, Liaison & Coordination and Team Management**. Currently associated with **System & Service** as a **Senior Service Engineer - on Inventory and Vendor Management**.

- ✓ Possessing valuable insights, keen analysis and team approach to implement best practices & processes used, adept at working in high pressure environments with strict deadlines & multiple deliverables. Perfect team member having ability to work in cross-functional teams and integrate efforts to maximize operational efficiency, proven skills in problem solving, analysis and cross functional coordination.
- ✓ Solutions oriented approach with excellent administrative and relationship management skills, successfully and consistently delivering the responsibilities of day to day Operations, Business Strategy, Sales Operations, Office Administration/ Management, Facility Management, Cross Functional Coordination and Resource Optimization.
- ✓ Highly skilled in synchronize company's strategies with global vision to drive available resources to realize objectives. Possess keen planning and implementation skills with expertise in devising plans for improving business performance.
- ✓ Possess well developed communication, coordination and problem solving skills with the ability to make an effective contribution to the performance of a team with good leadership and motivating capabilities.
- ✓ Cost effective professional, successful in leading organizations through turnaround and fast-track growth, honed with demonstrated abilities in minimizing performance bottlenecks for achieving high productivity. Highly effective verbal and written communicator with clarity of thought and expression.

Core Competencies

Executive Administration	Operations Support	Store Accounting	Internal Auditing
Competition Analysis	MIS Reporting	Business Planning/ Budgeting	Conflict Resolution
Material Management	Relationship Management	Deadline Oriented	Team Management
Staff Leadership/ Motivation	Billing & Cash Management	Reporting/ Documentation	Analytical Skills

CAREER HISTORY

SYSTEM & SERVICE

since Jul'14

A Business associate of Tata Consultancy Services. The objective is to improve customer Service by providing accurate data for billing and also monitoring of energy consumed and outages mainly at the downstream 11 KV Network level of the Distribution Network. Another important objective was establishment of baseline data, billing, network analysis and energy accounting.

Senior Service Engineer - on Inventory and Vendor Management

- ✓ Responsible for handling the back office functions of the organization; conceptualizing and implementing strategies for streamline the operations and providing effective administrative support.
- ✓ Managing whole DTR Substation and Boundary meter related works. Involved with MDAS module as well as Energy Audit module for TCS. Ensuring client interaction in every urgent requirement.
- ✓ Responsible for the development of monthly report of DTR, Substations and Boundary Meters for every town under West Bengal.
- ✓ Keeping track of the incoming and outgoing materials, related with project. Entrusted with the responsibility of organizing, planning and prioritizing work, developing specific goals and plans to accomplish work.
- ✓ Proficiently improving the operational systems, processes and policies in support of organizations mission, specifically, support better management reporting, information flow and management and organizational planning.
- ✓ Communicating with supervisors, peers or subordinate, establishing and maintaining interpersonal relationships. Involved in organizing, planning and prioritizing work also developing specific goals and plans.