

# Gowtham Senthamilselvan

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## Professional Profile

Operations professional with 6+ years of experience across journal publication and logistics. Proven expertise in end-to-end project delivery, workflow forecasting, KPI reporting, team leadership, and tool/process improvement. Experienced in coordinating with clients, managers, and development teams to ensure clear communication and smooth execution. MBA in Operations & HR with a track record of meeting tight delivery deadlines at scale.

## Technical Skills

Operations & Project Management	KPI & Performance Reporting	Workflow Forecasting
Capacity Planning	Process Improvement & Enhancement	Team Leadership & Mentoring
Warehouse Management	Invoice Validation and Documentation	Strategic Planning
Cost Control & Reduction	Bug Identification & Team coordination	Change Management

## Experience

### TNQ TECHNOLOGIES PRIVATE LIMITED

Tharamani, Chennai, TN

#### Senior Executive – Operations (Journal and Book Publication)

November 2020 – Present

- Worked closely with the manager to **improve delivery performance, quality metrics, and customer service outcomes** for assigned projects.
- Monitored projects **from initiation through final delivery**, providing **regular progress and KPI updates** to management.
- Managed operational delivery for **180+ academic journals**, handling a production volume of approximately **340,000+ pages**.
- Acted as the **primary coordination point** between managers, clients, and internal project teams to ensure requirement clarity and timely execution.
- Plan and forecast **daily, weekly, and monthly workflow**, aligning capacity and delivery schedules to consistently meet deadlines.
- Prepare and present **KPI reports and operational dashboards** for managers, enabling data-driven planning and performance reviews.
- Identify **tool-related bugs and workflow issues**, coordinate with the development team to analyze root causes and ensure timely resolution.
- Shared **daily performance and productivity reports** with the team, identifying gaps and improvement areas.
- Planned, allocated, and reviewed team workloads to ensure adherence to timelines and quality standards, and arranged **additional capacity during peak periods** to consistently meet delivery deadlines.
- Conducted **weekly internal team meetings** to review performance, discuss issues, and align priorities.
- Coordinated with the **development team on new requirements and process changes**, ensuring clear communication and making sure that the information reaches the team with clarity.

### RIVIGO SERVICES PRIVATE LIMITED

Chennai, TN

#### Operations Associate – Logistics and Supply Chain

May 2019 – July 2020

- Demonstrated expertise in **fleet operations, material management, documentation and compliance, material scrutiny, workforce optimization, customer service operations, invoice validation, and operational problem resolution**, with strong proficiency in **MS Excel for tracking and reporting**.
- Coordinated seamlessly between **internal Rivigo operations teams and external production partners** to ensure smooth day-to-day workflow and issue resolution.
- Generated, tracked, and consolidated **clearance status and operational reports**, proactively following up on approvals and correspondence to minimize delays.

- Collaborated with production and legal counsel teams to support **fair-use and public-domain assessments** for operational documentation.
- Planned and scheduled **work hours and shift schedules** to optimize manpower utilization and meet operational targets.
- Supported team leads by helping team members understand **performance metrics, productivity targets, and service-level expectations**.
- Assisted in resolving **operational emergencies**, including quality issues and customer escalations, by coordinating with supervisors and cross-functional teams.
- Prepared and shared **regular activity reports and performance updates** with management to support operational decision-making.
- Handled **documentation verification, invoice checking, and root-cause problem solving** to ensure accuracy and process adherence.

## Leadership and Key Contributions

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- Supported project execution by addressing operational queries and resolving issues to ensure smooth delivery.
- Took **end-to-end ownership** of projects from planning through successful delivery.
- Acted as the **primary coordination point** between clients, managers, and internal teams to ensure clear communication.
- Identified and implemented solutions for **client concerns, inquiries, and operational challenges**.
- Mentored and supported team members to meet **quality standards and delivery timelines**.
- Prepared and presented **KPI and performance reports** to support management reviews and decision-making.
- Planned **daily work allocation** and supported capacity planning during peak workload periods.
- Coordinated with **multiple departments** to ensure timely delivery of expected outcomes.

## Education

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Rajalakshmi Engineering College

Chennai, TN

**Master of Business Administration (MBA)**

**May 2016 – May 2018**

- Completed the MBA program with specialization in Operations and Human Resources, affiliated to Anna University, Chennai.

LOYOLA - ICAM College of Engineering and Technology

Chennai, TN

**Bachelor of Engineering (B.E.) - Electronics and Communications (ECE)**

**May 2011 – May 2015**

- Graduated with a Bachelor of Engineering degree, affiliated to Anna University, Chennai.

## Publications & Activities

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- Published research paper in **IOSR Journal**:  
“A Study on Influence of Academic Specialization on Entrepreneurial Competencies with Special Reference to MBA Students of Chennai”
- Published research paper in **IJBMI Journal**:  
“A Comparative Study on Work-Life Balance of Women among IT and Healthcare Sector Employees”
- Runner-up, **District-Level Super Seniors Tennis Tournament (2009–2010)**