

# Anand Kumar Sharma

Contact: 9493983007

E-mail: [anand.sharma2101@gmail.com](mailto:anand.sharma2101@gmail.com)

LinkedIn Profile: <https://www.linkedin.com/in/anand-sharma-aa3615b5/>

Address: Hyderabad, Telangana



## Professional Summary

Results-driven Operations and Marketing leader with 7+ years of experience optimizing business performance. Proven ability to architect and execute strategic initiatives that boost revenue, enhance efficiency, and foster high-performing teams. Adept at translating market insights into actionable plans, driving operational excellence, and delivering measurable outcomes. Seeking a challenging role to leverage my expertise in Operations and contribute to organizational growth.

## Work Experience:

### Accenture Solutions Pvt Ltd

31<sup>st</sup> May 2021 – Present

#### Quality Training and Policy Lead (LCPS)

- Implemented and executed comprehensive quality assurance programs to ensure product/service adherence to industry standards and regulatory requirements.
- Conducted rigorous audits and inspections to identify quality deviations, meticulously documenting findings and implementing corrective actions.
- Developed and maintained detailed quality metrics and reports to monitor performance, identify trends, and inform data-driven decision-making.
- Collaborated with cross-functional teams to identify process improvement opportunities, leading to a 95% increase in process efficiency.
- Successfully implemented root cause analysis (RCA) methodology to identify and eliminate recurring quality issues, reducing defects by 100%.
- Championed a culture of quality and continuous improvement by fostering a proactive approach to problem-solving and process optimization.
- Developed and implemented innovative quality improvement initiatives, resulting in overall process improvement.
- Generated comprehensive quality reports and presented findings to management, leading to the adoption of [number] process improvements.

#### Supply Chain Analyst (GRO)

- Managed inventory levels for multiple Google Consumer Hardware suppliers across APAC, EMEA, and NA regions.
- Ensured efficient inventory management, timely replenishment, and accurate tracking.
- Analyzed discrepancy reports to identify root causes and implement corrective actions.

- Utilized SAP Dashboard, Phoenix Dashboard, STO Dashboard, and Inventory Accuracy Dashboard to optimize inventory processes.
- Oversaw billing file management for the Hyderabad region, guaranteeing accuracy and timeliness.

#### **Transaction Processing Analyst (SHD)**

- Managed and resolved queries raised by Googlers, ensuring prompt and satisfactory resolution through effective communication and problem-solving skills.
- Proficiently utilized tools such as Salesforce Vector Dashboard, PAM Quota Dashboard, V12 Dashboard, etc., to streamline processes and enhance productivity.
- Assumed complete ownership of additional responsibilities, serving as the Single Point of Contact (SPOC) for My TE for the Hyderabad region, overseeing attendance, leave tracking, and miscellaneous reporting tasks. Integral member of the Central Team, contributing to the efficient functioning of departmental operations.
- Established a track record of consistently meeting and exceeding client expectations, fostering positive relationships and ensuring high levels of client satisfaction.

#### **Cult.Fit (Cure.Fit)**

**1<sup>st</sup> Sep 2018 – 23<sup>rd</sup> May 2021**

##### **Senior Center Ops Manager 2A**

- Implemented efficient management systems to optimize productivity and streamline operations.
- Delivered exceptional customer service resulting in increased customer satisfaction and loyalty.
- Provided leadership and development to team members, enhancing overall performance.
- Collaborated effectively with cross-functional teams to drive operational excellence.
- Contributed to revenue growth through strong customer relationships and proactive engagement.

#### **V-Dreams Technologies and Communication (Vivo India)**

**March 2017- July 2018**

##### **VBA Manager – (Retail Sales, Training Dept)**

- Facilitated inter-departmental collaboration by analyzing and strategizing target markets to align with business objectives and promote market growth.
- Demonstrated proficiency in understanding and fulfilling dealer requirements, maintaining healthy vendor relationships, and ensuring satisfaction with products and services.
- Formulated and executed regular promotional activities to complement sales efforts, driving brand awareness and customer engagement while maximizing revenue opportunities.

### **Projects:**

#### **1. Online Personal Training Project - Yoga**

- Developed and executed a successful online yoga personal training program.
- Leveraged digital platforms to deliver effective and accessible virtual training sessions.
- Implemented robust client tracking and feedback systems to optimize program outcomes and satisfaction.

## 2. New Centre Launch Project

- Led cross-functional teams in the successful launch of new fitness centres.
- Developed and executed comprehensive launch plans encompassing marketing, operations, and customer engagement.
- Conducted thorough market research to identify target demographics and tailor launch strategies accordingly.
- Managed pre-launch and post-launch activities to drive brand awareness and customer acquisition.

## 3. Top Sales Performers Campaign

- Designed and implemented a high-impact recognition program for top sales performers.
- Established clear performance metrics to identify top achievers and foster a competitive spirit.
- Organized engaging award ceremonies and incentive programs to celebrate and motivate sales teams.
- Leveraged sales data analytics to optimize campaign effectiveness and drive continuous improvement.

## Rewards and Recognition:

- Awarded Best QA for Q3 FY'23 and Q1 FY'24 for consistently delivering exceptional quality assurance results and maintaining stringent standards.
- Recognized with Ops Excellence awards in May 2020 and November 2019 for outstanding operational performance and significant contributions to organizational success.
- Honoured as Best Captain in Vivo Telangana's Training Camp for demonstrating exceptional leadership, teamwork, and performance in a highly competitive environment.

## Education:

- |  |                             |
|--|-----------------------------|
| • <b>ICBM - School of business excellence</b><br>PGDM - Marketing, Finance | <b>June 2015 - Dec 2017</b> |
| • <b>Aurora Degree College</b><br>B.Sc. (MScs)                             | <b>June 2011 - May 2014</b> |
| • <b>Sri Chaitanya Jr Kalasala</b><br>Intermediate (10+2)                  | <b>2011</b>                 |
| • <b>Wisdom the School</b><br>Hyderabad, Telangana<br>SSC                  | <b>2009</b>                 |

## Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Date:

Anand Sharma

