AVISHKAR SOLAT

Business Operations Manager | Process Improvement Specialist | Systems Designer

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Available for Immediate Start

PROFESSIONAL SUMMARY

Business Operations Manager with 3+ years of experience in operational transformation, process automation, and systems design. Proven track record of transforming struggling business operations into sustainable, automated systems. Expertise in workflow optimization, cross-functional team leadership, and international client management. Seeking Business Operations Manager, Process Improvement Manager, or Operations Systems Designer roles.

CORE COMPETENCIES

Business Operations: Business Operations Management, Operations Management, Process Improvement, Workflow Automation, Business Process Design, Operational Excellence, Business Transformation

Technical Skills: Process Automation, Data Analysis, Statistical Data Analysis, Data Visualization, Business Intelligence, Microsoft Excel, Microsoft Office Suite, Google Analytics

Leadership & Management: Team Leadership, Cross-functional Team Management, Project Management, Strategic Planning, Change Management, Performance Management

International Operations: International Client Management, Global Operations, Stakeholder Management, Multi-cultural Team Coordination, Remote Team Management

Industry Knowledge: FMCG Industry, Fashion Industry, Digital Marketing, Content Marketing, Social Media Strategy, Customer Relationship Management (CRM)

PROFESSIONAL EXPERIENCE

Business Operations Manager & Process Designer

Sujata Fashions | Aug 2024 – Present | Pune, Maharashtra, India

• Architected complete business operations transformation from ground up, designing sustainable systems that transformed struggling operations into profitable business model

• Implemented automated workflows and process optimization initiatives, achieving 70% reduction in manual operational tasks and significantly improving operational efficiency

• Built scalable financial management systems, inventory tracking systems, and automated reporting frameworks that enabled real-time business visibility and data-driven decision making

• Created comprehensive content automation workflows and digital marketing operations systems, streamlining social media management and customer engagement processes

• Led cross-functional teams, strategic planning initiatives, and vendor relationship management, ensuring alignment across all business functions and operational excellence

• Developed business process documentation, standard operating procedures, and performance metrics that established operational consistency and quality standards

• Managed business development initiatives, partnership management, and customer relationship management, contributing to sustainable business growth and market expansion

Key Achievement: Successfully transformed chaotic manual processes into streamlined, automated business operations enabling sustainable business growth

International Customer Success Analytics

NielsenIQ | Mar 2022 – Aug 2024 | Pune, Maharashtra, India

• Managed complex operational workflows and analytics operations for Fortune 500 FMCG clients across international markets including North America, Europe, and Asia-Pacific regions

• Led cross-functional project coordination, system implementations, and process optimization initiatives for global client delivery teams, ensuring high-quality service delivery

• Coordinated client engagement programs, team effectiveness initiatives, and training operations for international stakeholders, maintaining 95+ client satisfaction scores

• Managed analytics workflow operations for Pune Global Services Center establishment, contributing to successful center setup and operational scaling

• Handled international stakeholder management and multi-cultural team coordination across different time zones, ensuring seamless communication and project delivery

• Drove operational excellence in client delivery processes, data pipeline management, and service optimization initiatives, consistently meeting or exceeding client expectations

• Supported cross-team trainings, Enable Discover deployment, and Migration to Google Cloud Services (GCS) projects, demonstrating adaptability to new technologies and processes

Key Achievement: Successfully managed international client operations with 100% on-time delivery rate and consistently exceeded client satisfaction targets

Project Intern

Develop Train Maintain LLP | Sep 2021 – Oct 2021 | Pune, Maharashtra, India

• Assisted in research and development of energy-efficient solutions, contributing to innovative designs and product enhancements for mechanical systems optimization

• Conducted detailed mechanical design analysis using Computer-Aided Design (CAD) software to create 3D models and engineering drawings for various components and systems

• Collaborated with Research and Development (R&D) team to prototype and test mechanical systems, ensuring functionality, durability, and adherence to project specifications

• Performed simulations and stress analyses to optimize designs and improve energy efficiency, contributing to sustainable engineering solutions

Model-Based Design Intern - Mechanical Systems

Decibels Lab | Jun 2021 – Jul 2021 | Pune, Maharashtra, India

• Developed and implemented mathematical models for simulating mechanical systems using MATLAB and Simulink software for complex system analysis

• Conducted Model-Based Design (MBD) of complex mechanical systems, focusing on system dynamics, control strategies, and performance optimization

• Worked collaboratively on multi-disciplinary projects, integrating mechanical, electrical, and control systems for enhanced performance and efficiency

EDUCATION

Bachelor of Engineering - BE, Mechanical Engineering

D. Y. Patil College of Engineering & Technology, Pimpri | 2018 – 2022
Activities: Baja SAE India, SAE International

Higher Secondary Certificate (12th), Science

Nav Maharashtra Jr College Pimpri | 2016 – 2018

CERTIFICATIONS & TRAINING

• **Google Data Analytics Professional Certificate** (In Progress) - Google via Coursera
Completed: Foundations - Data, Data, Everywhere

• **Model-Based Design of Mechanical Systems** - Decibels Lab

• **Business Process Management** - Professional Development

- **International Client Management** - NielsenIQ Training Program

KEY ACHIEVEMENTS & METRICS

- **70% Reduction** in manual operational processes through workflow automation and process optimization

- **100% On-time Delivery** rate for international client projects at NielsenIQ

- **Complete Business Transformation** from struggling operations to sustainable business model

- **Multi-million Dollar Client Portfolio** management across Fortune 500 FMCG companies

- **Cross-functional Team Leadership** managing teams across different time zones and cultures

- **Process Automation Implementation** resulting in significant cost savings and operational efficiency

TECHNICAL PROFICIENCIES

Business Systems: Business Process Management, Workflow Automation, Process Optimization, Business Intelligence, Performance Management

Software & Tools: Microsoft Excel (Advanced), Microsoft Office Suite, Google Analytics, MATLAB, Simulink, Computer-Aided Design (CAD), AutoCAD

Data & Analytics: Data Analysis, Statistical Data Analysis, Data Visualization, Business Analytics, Reporting and Dashboards

Project Management: Project Planning, Project Coordination, Cross-functional Collaboration, Stakeholder Management, Change Management

Digital Marketing: Social Media Strategy, Content Marketing, Digital Marketing Operations, Customer Relationship Management (CRM)

ADDITIONAL INFORMATION

- **Immediate Availability:** Ready to start immediately with no notice period required

- **Remote Work Experience:** Proven ability to manage operations and teams in remote/hybrid environments

- **Language Skills:** Fluent in English and Hindi

- **Preferred Roles:** Business Operations Manager, Process Improvement Manager, Operations Systems Designer, Business Process Manager, Operations Analyst

- **Salary Expectation:** ₹15-25 LPA depending on role scope and company stage

- **Work Authorization:** Indian Citizen, eligible to work in India without sponsorship