

# NIVEDITHA KUMARAVELU

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Location: Bengaluru, India



## Operation Management Professional

### SUMMARY

- Results-driven professional with 8+ years of experience in leading initiatives relating to Operational Excellence, Project Management, Performance Management, Business Process Improvement, Team Handling, Customer Relationship, and Retention verticals.
- Profound experience in leading cross-functional teams, optimizing processes, and driving business growth. Recognized for expertise in streamlining operations, enhancing productivity, and implementing cost-saving measures.
- Strong cognizance of enhancing operational management systems, processes, and best practices that ensure the achievement of the organization's objectives. Good at directing cross-functional teams, ensuring high levels of collaboration and productivity.
- Demonstrated ability to identify areas of improvement, implement innovative solutions, and ensure high customer satisfaction. Profound understanding of analyzing departmental processes and working with transformation teams to improve overall operation processes & procedures.
- Familiar with managing customer queries and concerns with empathy and professionalism. Successfully maintained an impressive customer retention rate by implementing strategic customer-centric initiatives.
- Possess sound knowledge in customer services, team handling, and the ability to work in a highly pressured environment by adapting to the most challenging situations; capable of establishing and implementing policies and procedures, managing budgets, and implementing innovative strategies to achieve business objectives.

### KEY HIGHLIGHTS

- **Operations Management:** Streamlined operational processes, reduced overheads, and championed efficiency drives. Achieved consistent on-time project delivery while maintaining the highest quality standards.
- **Proactive Administration:** Spearheaded administrative tasks with precision, from resource allocation to budgeting, ensuring smooth day-to-day operations.
- **Training and Development:** Designed and executed comprehensive training programs, fostering skill development, and preparing teams to meet evolving business challenges.
- **Project Management Acumen:** Identified and initiated continuous improvement projects, leading to significant enhancements in process efficiency and overall profitability.
- **Cross-Functional Communication:** Built and maintained robust communication channels with POD leaders, LT, and other departments, ensuring alignment with business objectives and prompt resolution of challenges.

### CORE COMPETENCIES

Operations Management | Customer Relationship Management | Process Improvement | Strategic Planning | Performance Metrics | Team Leadership | Project Management | Cross-Functional Collaboration | Risk Management | Vendor Relations | Workflow Optimization | Quality Assurance | Resource Allocation | Training and Development | Customer Service | Reporting and Analysis | Contract Negotiations | Customer Retention | Business Planning & Analysis | Administrative Management | Leadership Development | Training & Development

### ACADEMICS & VALUE ADDITION

- Bachelor of Commerce from Rabindranath Tagore University, Bhopal, India – (2018 — 2021)

## TECHNICAL SKILLS

- MS Office suite tools

## EXPERIENCE DETAILS

### **Amazon Development Center Pvt.Ltd | Team Manager | Since Jun 2021 – July 2023**

- Developing and implementing career progression strategies for team members.
- Carrying out regular performance assessments for team members.
- Showcase team metrics during the MBR sessions.
- Liaising with POD leaders monthly to evaluate team performance.
- Reviewing overall performance metrics with POD leaders and devise strategies for enhancement or maintaining current levels.
- Pinpointing projects aimed at ongoing process enhancement.
- Engaging with the Leadership Team (LT) to discuss monthly trends, successes, and areas of concern.
- Aligning with the recruitment team for timely hiring and role updates.
- Addressing and resolving employee issues.

### **Azuga Telematics Pvt. Ltd, India | Team Leader | Oct 2018 – Jun 2021**

- Led a team of 10-15 members, overseeing their daily operations and tasks.
- Collaborated with customers, implementing retention strategies and addressing concerns.
- Managed and resolved high-level escalations.
- Coordinated with partner teams to enhance customer retention.
- Presented retention and churn data during the Monthly Business Review (MBR).
- Conducted thorough team performance analysis, initiating action plans to drive better outcomes.
- Audited agent interactions, provided feedback to improve service quality.
- Discussed performance appraisals with team members, ensuring motivation and growth.
- Addressed and resolved team-related concerns.

### **American Express (India ) Pvt. Ltd | Analyst - Operations | Jan 2018 – Aug 2018**

- Addressed customer inquiries pertaining to Amex Credit Cards.
- Promoted and upsold Amex credit card features, enhancing customer engagement.
- Implemented strategies to retain customers considering credit card cancellations.

### **WNS Global Services Pvt. Ltd, India | Senior Associate - Operations| Jun 2014 – Feb 2017**

- Managed personal injury claims for Aviva customers, ensuring a seamless claims process.
- Collaborated with solicitors and medical professionals to expedite claim settlements.
- Detected and mitigated fraudulent claim activities, safeguarding company assets.
- Achieved cost savings by identifying and addressing fraudulent claims.
- Negotiated with legal representatives to achieve favorable claim settlements.

