

Samruddhi Sudame

Operations Manager

A versatile professional with proven capabilities in **Operations and Maintenance/ Customer Service Operations/ Performance and Quality** targeting challenging assignments in an organization of high repute

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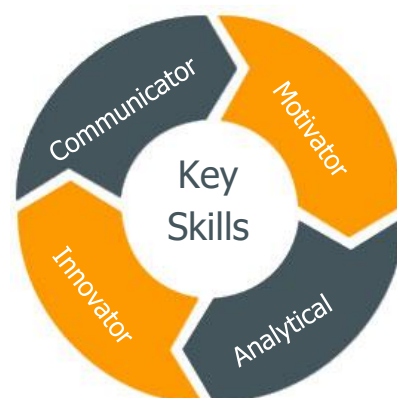
Executive Profile

- A competent professional with nearly 11 years of rich expertise in Customer Service Operations with key focus on employee relations, team building, achieving KRAs, optimal utilization of resources and organization development in BPO ITES/ FMCG/ E learning or Education sectors.
- Skilled in Customer Service / Operations Management/ Learning & Development, Service Delivery Management, Training, Team Management, and Branch Management.
- Proficient in providing customer service support, holds excellent knowledge of management methods and techniques and working knowledge of customer service software, databases and tools.
- Skilled People Manager directing productive cross-functional teams using interactive and motivational leadership that spurs people to willingly give 100% effort.
- Strong interpersonal skills, verbal and written communication skills and most importantly empathy, awareness of industry's latest technology trends and applications.
- High affinity and cultural awareness of political and social situations regarding the relevant market and region that will be supported.
- Stellar in helping a company's support team to be more productive, work more effectively, and deliver better service to their customers.
- Defining customer service workflows while works with internal staff — the support team themselves, customer service leaders, and senior company management.
- Strong organizer, motivator and a decisive leader with successful track record of directing major operations from original concept through implementation to handle diverse situations.

Key Impact Areas

Operations Management	Training Coaching
Team Management	Team Building
Customer Service Operations	Branch Management
Learning & Development	People Management
Service Delivery	Team Management

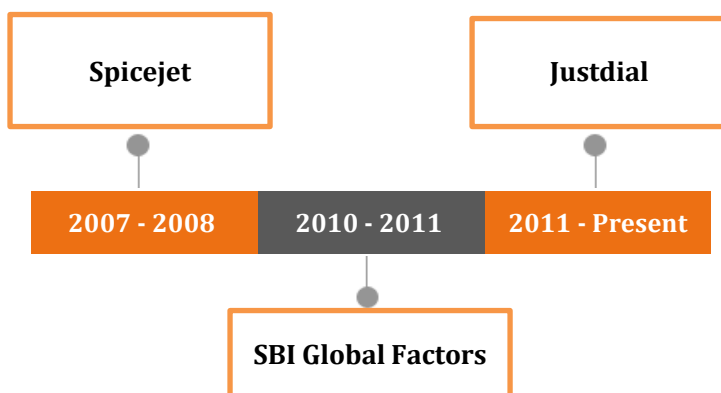
Key Skills



Education & Credentials

- MBA (Human Resource Management) | Yashwantrao Chavan, Maharashtra Open University, Pune| 2022
- B.A.LLB| Jiwaji University, Gwalior| 2007
- Lean Management (Valid upto January 2022)
- Business Analytics Certification Training with Excel (Valid upto August 2021)

Career Timeline



Professional Experience

Since 2011| Justdial

Growth Hierarchy:

2018 – Present **Operations Manager**

2015 – 2018 **Assistant Manager**

2013 – 2015 **Process Trainer**

2011 – 2013 **Executive**

Key Result Areas:

As Operations Manager

- Articulate well enough with teammates and clients, multitask and work in a fast-paced environment and leading in analyzing situations and data.
- Stellar in keeping a good track record of meeting and delivering targets, improving customer service experience, creating engaged customers and facilitating organic growth.
- Defining a clear mission and deploying strategies focused towards it, developing service procedures, policies and standards.
- Reviewing existing processes, and spearheading the implementation of systems aimed at enhancing process and operational efficiency of the organization, thereby working on continuous improvement.
- Analysing gaps and leading process improvement ideas to minimize the error and process time, by 50%, thereby increasing customer satisfaction score by 30% in 3 months.
- Devising and implementing plans to improve delivery standards and presenting detailed reports to the Management Allocated departmental KPI targets and improved plans and programs to achieve them for all departments certified under respective management systems.
- Establishing in-house quality standards, ensuring high-quality deliverables while adhering to the SLAs; devising strategy for existing processes and workflows to develop newer and advanced workflows to attain business goals.

As Assistant Manager

- Led all tasks efficiently by assisting Operations Manager with all tasks, errands and priorities within deadlines; managed staff hiring for operations by researching social media, posting job ads, reviewing CVs and interviewing.
- Proactively educated operations team on company policies and high-quality service standards. Supported manager in performing management functions such as staffing, training and expanding business plans.
- Headed investigation and resolved customer complaints regarding operational matters by handling all queries; communicated with the support team and implemented the organization's operational guidelines, standards and policies.

As Process Trainer

- Spearheaded design reviews & assisted with allocation of functionality to specific system components, identified new process, determined gaps in existing processes.
- Successful in developing formal plans for continuous improvement and measurement in terms of management goals and objectives, customer service delivery, and customer relationships and implemented continuous improvement methodologies, through process reengineering.

As Executive

- Efficiently assisted the trainer in training batch and Team Leader & Quality Analyst with respect to team quality.
- Directed Floor in guidance of team leaders & floor leaders and provided assistance as needed to the IRO's and analyzing call records.

Highlights:

- Successful in declining the attrition rate to 3 – 4% from 10% and above
- Achieved maximum staffing of 100 candidates in a month time
- Organized mentorship program to achieve performance for new entrants

IT Skills

- Well versed with Excel PowerPoint, Computer, and MS Office

Previous Experiences

- 2010 – 2011| SBI Global Factors | Legal Associates
- 2007 – 2008| Spicejet | Reservation Executive



Personal Details

DOB: 26th September, 1985

Address: H-1207, Ganga Glitz Kad Nagar Undri, Pune, Maharashtra

Languages Known: English, Hindi, and Marathi