**­Shiba Prasad Padhy**

**🌏** Hyderabad, India

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**Manager / Sr. Manager (Operations)**

Retired Air Force Veteran with 26+ years of experience in operations, office administration, and process development, Content Moderation across diverse organizations. Seeking challenging senior managerial assignments with a reputed organization to utilize acquired skills in accomplishing organizational growth objectives

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| Core Skills  **Operations Management**  **Admin Management**  **Logistics & Inventory Management**  **Strategy Planning**  **Resource Optimization**  **Budget & Cost Management**  **Process Reengineering**  **Government Liaison**  **Training & Development**  **Team Leadership** | Executive Summary   * Skilled in various aspects of operations management including optimizing resource utilization by implementing various process improvement initiatives. * Adept at managing day-to-day Operations and administrative aspects of the organization based on organizational policies and procedures. * Maintain updated inventory and manage logistics to ensure seamless and safe operations. * Well-versed in analysis and interpretation of data, generation, and consolidation of various reports as well as maintenance of status updates. * Adept at interacting with vendors and suppliers about the supply of equipment and spares. * Maintain updated records of available inventory for aligning stocks to reorder levels. * Adroit in evaluating documents and reports received from various internal/ external entities encompassing technical regulations, guides and codes of practices, and general correspondences. * Efficient Team Leader & Player, combining communication, interpersonal & problem-solving skills with analytical, decision-making, and leadership capabilities to enhance organizational objectives. * Joined (BCM) Banking & Capital Market, Collection process. |

Professional Experience

**Genpact India, Hyderabad June 2023 – Present**

**Process Developer (BCM) Banking & Capital Markets, Collections**

**Genpact India, Hyderabad Oct 2016 – Jun 2023**

**Process Developer (Trust & Safety)**

***Responsibilities:***

* Involved in investigating and resolving social media content that are reported for account support by eliminating potentially abusive/harmful content to enhance the safety of the social media platform.
* Identify social media trends, and user behaviour across client social media platforms and analyse the credibility of the User Generated Content (UGC). Focus on situational awareness and typical user behaviour in and around South Eastern Countries.
* Conduct training sessions for the team members including team wellness sessions, driving Genome learning modules, cascading updates, and instructions. Render constant floor support to the team.
* Prepare and present WBRs & MBRs, data analysis for client perusals, and discussions on further process improvements with clients followed by implementation of the feedback sessions. Achieved almost 100% error free process.
* Process duty rosters for the team for upcoming months and maintain their leave records to be in sync with the WFM team. Generate and present various status reports to senior management to enable effective decision-making.
* I have got 6+ years of Content moderation experience for Genpact's client. Handled double foreign Language expertise (Russian and Pashto) languages including Odiya language in Trust & Safety.

**Nalanda International School, Vijayawada Jan 2016 – Oct 2016**

**Admin Manager**

***Responsibilities:***

* Managed day-to-day administrative aspects of the school based on organizational policies and procedures.

**Indian Air Force, New Delhi, India Sep 1995 – Sep 2015**

**Manager (Operations)**

***Responsibilities:***

* Led a team of 100+ members and catered to training needs, logistics, leave and transition to respective trades. Managed office correspondence related to AMCs, Vendor Management, and Contracts Management.
* Interacted with civil/Govt. authorities/Police authorities for the early accomplishment of tasks/projects. Ensured strict compliance with the SOPs
* Prepared follow-up Reviews / Reports / Returns to meet deadlines. Maintained operational readiness for the team to face any challenges and adverse situations. Achieved a perfect 100% operational readiness of the equipment’s and inventory.
* Organized training on firefighting techniques and industrial safety management. Managed logistical support/administration of vehicles (more than 500 vehicles) at various Air Force Establishments.
* Conducted classes for the junior team members on driving skills on various types of vehicles with special attention towards defensive driving.
* Maintained stores & inventory of transport department at various Air Force Stations.
* Served as Foreign Language Interpreter in PASHTO Language.

Education

* **Diploma in Fire Technology & Industrial Safety Management,** Delhi Institute of Fire Engineering, New Delhi, India 2014
* **Diploma in Automobile Technology,** IGNOU, India 2012
* **Certificate Course in Security Management of Strategic Installations,** IGNOU, India 2011
* **Interpretership Diploma in PASHTO Language,** School of Foreign Languages, New Delhi, India 2009
* **B Com,** Berhampur University, Odisha, India 1994

Training Courses

* Advanced Level Russian language course from Culture Centre, Russian Embassy, New Delhi in 2014.
* Undergone Security Officer Course in Industrial Security Concepts, Security of Assets, Personnel, Information, Airport Familiarisation, Airline Services, Cargo, Courier & Warehouse Security, and Aviation Services from Global Aviation Institute, Gurgaon in 2009.
* Qualified Transport / Workshop In-charge Mechanical Transport Training Institute, Air Force Station, Avadi (Chennai).
* Online Digital Marketing Certifications: Google Garage Certified Professional on Fundamentals of Digital Marketing (2020)
* Digital Marketing, Digital skills Certificate of achievement by Accenture
* Search Engine Optimization (SEO), Search Engine Marketing (SEM), Social Media Marketing, E-mail Marketing, Content Marketing, On-Line Marketing by e-marketing certified professional, Copenhagen, Denmark
* Content Marketing and Social Media Marketing certified professional by Hubspot Academy
* Google Ads Display Certification, Google Skills
* Lean Six Sigma Beginner level, Agile Beginner level, Client Relationships, Change Management, beginner course from Genpact Study

Personal Details

* **Date of Birth:** 01 Jul 1976
* **Nationality:** Indian
* **Languages Known:** English, Hindi, Odia, Pashto and Russian
* **Address:** Coconut Grove Apts, Lotus-905, Miyapur, Hyderabad – 500049