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**Major Jyoti Rani Singh (Retd.)**

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**Senior Operations Manager**

Senior management professional with 14 years of overall experience including over 11 years of exposure in the Indian Army. Seeking challenging senior managerial assignments with a reputed organization to utilize acquired skills in accomplishing organizational growth objectives

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| Core Skills  **Strategy Planning**  **Operational Excellence**  **HR Management**  **Learning & Development**  **Data Analysis**  **Performance Management**  **Budget & Cost Management**  **Project Planning & Inventory Management**  **Stakeholder Management**  **Team Leadership** | Executive Summary   * Adapt at managing efficient facilities & infrastructure management, seamless rollout of various cost optimization projects as well as for maintaining external audit compliances across the professional career. * Proficient in the management of health, safety & environmental issues; working under tight deadlines, and delivering results under demanding work conditions. * Capable of creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members. * Implemented security policies and procedures and rolled out updates based on requirements. * Ensured governance requirements are in line with regulatory expectations. Updated security trends, threats, and control measures. * A personality with excellent analytical and problem-solving skills capable of taking prompt decisions in resolving critical professional issues with potential business and revenue impact. |

Professional Experience

**Amazon, Bangalore, India Jul 2022 – Present**

**Operations Manager**

***Achievements:***

* Played a key role in maintaining the SLA and metrics green at YTD level. Achieved maximum promotion out of the teams in 2023 Q1.

***Responsibilities:***

* Involved in implementing TRMS business strategy with directs and external teams. Manage business and executive-level escalations, including reporting to senior-level leadership.
* Focus on identifying and driving team changes, training, and hiring to support capacity needs in coordination with the support teams.
* Evaluate and interpret metrics, diagnose misses, and communicate with the functions/sites. Spearhead employee engagement initiatives, and underlying issues. Define TRMS vision with internal and external stakeholders.
* Assess opportunities and risks including all-hands meetings and employee solutions with peer managers and teams to identify root causes and drive survey results.
* Identify opportunities and risks, business-level solutions to problems or improve performance; dives deep, and work with internal teams for effective implementation.

**Indian Army Mar 2008 – Jun 2019**

**Major**

***Responsibilities:***

* Functioned as a link between management and employees (3000+ technical, non-technical, skilled, and unskilled workers). Planned and conducted new employee orientation.
* Commanded a team of 120 men at inhospitable terrain till completion of the project. Motivated employees to adapt to change aimed at enhancing operational efficiency.
* Assessed statistical data and reports to identify and determine causes of personnel problems and develop recommendations for improvement of organization's personnel policies and practices.
* Integrated logistics demand for a strength of 800+ with business systems or processes, such as customer sales, order management, or inventory management in coordination with multiple stakeholders.
* Managed administrative aspects related to ration, fuel, and equipment, and a fleet of 120 military vehicles in multiple locations and difficult terrains.
* Utilized packages like IQMP, FMCR, FMVCR, & HRMS in the organization. Implemented acceptance of changes amongst personnel through training and supervision

Previous Assignments

**Teacher Army School, Ahmednagar, India May 2006 – Jan 2008**

**Maths TGT**

Education

* **PG Diploma in Business Analytics and Intelligence,** Amity International, India 2020
* **Business Management Certification,** IIM Lucknow, India 2019
* **Post Graduate Diploma in Human Rights,** National Institute of Human Rights, India 2019
* **Post Graduate Diploma in Guidance and Counselling,** Jamia Milia University, New Delhi, India 2019
* **Post Graduate Diploma in International Business Management,** Symbiosis College, Pune, India 2013
* **Bachelor of Education,** Army Education Corps, Pachmarhi, India 2006
* **BSc Chemistry Honours,** Pune University, India 2005

Certifications

* Six Sigma Green Belt
* Neuro-Linguistic Programming
* Organizational Culture

Personal Details

* **Date of Birth:** 19 Feb 1985
* **Nationality:** Indian
* **Languages Known:** English and Hindi
* **Passport Details:** T8921091 valid till Oct 2029
* **Address:** Flat no. 22, Tower A9, DDA flats, Sector E1,Vasant Kunj, New Delhi, India