

Amarendra K. Yadav (CSM®)

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Professional Summary

Results-oriented service delivery leader with a proven track record in client account management, operational governance, and strategic oversight. Expertise in driving business expansion, mitigating risks, and ensuring service excellence. Adept at cultivating high-performance teams, strengthening stakeholder relationships, and implementing process improvements to enhance efficiency and elevate customer satisfaction.

Key Skills

- Service Delivery & Client Account Management: Strategic oversight, client retention, operational health governance
- Leadership & Talent Development: Team leadership, performance coaching, succession planning, efficiency optimization
- Process Optimization & Risk Management: Regulatory compliance, business continuity, change management, quality assurance
- Stakeholder & Cross-Functional Collaboration: Executive engagement, interdepartmental coordination, problem resolution
- Operational Excellence & Business Growth: Resource allocation, data-driven decision-making, KPI management

Professional Experience

Outsourcing Manager

ZTE Nepal Ltd | December 2024 – Present | Kathmandu, Nepal

- Spearheaded strategic planning and governance for outsourced service operations, optimizing efficiency and fostering sustainable growth.
- Developed and enforced operational health metrics to uphold superior service quality and regulatory compliance.
- Led comprehensive risk mitigation initiatives, ensuring business continuity and seamless collaboration with key stakeholders.
- Directed contract negotiations, SLA management, and vendor performance evaluations to drive service optimization.
- Implemented workforce allocation strategies to enhance productivity and maximize operational output.

Product Manager / Data Analyst

Freelance | September 2024 – Present | Kathmandu, Nepal

- Designed and streamlined workflows to optimize service delivery in alignment with customer expectations and business objectives.
- Led cross-functional teams in Agile environments, fostering innovation and operational efficiency.
- Conducted data-driven performance analyses to identify key areas for improvement and strategic enhancements.

Project Manager

Skybridge Technologies and Infrastructure Pvt. Ltd. | August 2022 – October 2024 | Nepal

- Directed large-scale service delivery projects, ensuring timely execution, cost efficiency, and adherence to quality standards.
- Developed governance frameworks for project oversight, risk mitigation, and stakeholder engagement.
- Strengthened client relationships through proactive communication and a commitment to service excellence.
- Implemented data-backed resource allocation strategies to optimize team efficiency and overall service execution.

Implementation Manager

Huawei Technologies Nepal Co. Ltd. | December 2016 – September 2020 | Kathmandu, Nepal

- Led end-to-end service implementation for high-value projects, ensuring strict compliance with regulatory and quality standards.
- Designed and refined operational workflows to enhance efficiency, reduce downtime, and optimize performance.
- Provided strategic leadership and mentorship to teams, fostering professional growth and improved service delivery.

Education

- Master's in Information System Engineering – Himalayan Institute of Science and Technology, Purbanchal University
- Bachelor's in Electronics & Communication Engineering – Himalaya College of Engineering, Tribhuvan University

Certifications

- Registered Scrum Master (RSM) – Agile Education by Scrum Inc. (Valid through 2025)
- Project Management Foundations – LinkedIn Learning
- Google Analytics for Beginners – Google
- AWS for Developers – LinkedIn Learning

Technical Proficiency

- Tools: Jira, ClickUp, Python, Excel, Jupyter
- Technologies: IT Networks, Embedded Systems, Wireless Solutions

Achievements & Leadership

- Recognized for spearheading high-efficiency service operations and driving service excellence across multiple projects.
- Awarded for exceptional project delivery, client satisfaction, and operational governance.
- Demonstrated transformational leadership in mentoring and coaching teams, fostering performance excellence and business impact.