

# Shruti Sonarghare

## Experiences

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ACME Corporation | Operations Manager

Nov 2021 – Dec 2021

- Led a team of 30+ employees, providing guidance in process optimization and resource management, resulting in a 15% increase in operational efficiency.
- Successfully managed the implementation of project management techniques, leading to on-time project delivery and improved performance metrics.
- Collaborated with cross-functional teams to streamline workflows, reducing operational costs by 10%

UrbanPulse Creations| Operations Supervisor

Feb 2022 – April 2022

- Oversaw inventory management and supply chain coordination, ensuring optimal inventory control and logistics planning.
- Developed and documented efficient processes, resulting in a 20% reduction in operational errors and improved customer satisfaction.
- Utilized root cause analysis techniques to identify and resolve operational issues, leading to cost saving strategies.

## Projects

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Lean Six Sigma Process Improvement

[GitHub](#)

- Led a Lean Six Sigma project team to streamline processes, resulting in 30% faster order fulfillment.
- Implemented ITIL practices for efficient incident management, reducing downtime by 25%.
- Utilized agile methodologies to enhance operations reporting and vendor relationships.

Customer Centric Service Enhancement

[GitHub](#)

- Spearheaded a project to enforce SLA compliance and improve customer relationship management.
- Collaborated with cross functional teams to mitigate operational risks and developed crisis management strategies.
- Achieved a 15% improvement in customer satisfaction and adherence to service level agreements.

## Education

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Bachelor of Technology (BTech) in Operations  
Master of Business Administration (MBA) in Finance,  
G. H. Raisoni College Of Engineering

CGPA: 9.20

## Skills

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|-------------------------|----------------------------------|
| • Operations Management | • Resource Management            |
| • Team Leadership       | • Performance Metrics            |
| • Process Optimization  | • Strategic Planning             |
| • Project Management    | • Cross Functional Collaboration |