

OPERATIONS MANAGER

Skills

- Strategic planning
- Motivational leadership style
- Team Leadership
- Multi-tasking ability
- Financial administration
- Computer proficiency
- Employee training
- Deductive reasoning ability
- Key performance indicators

Personal Information

Place of Birth: Mumbai *Sex: Male *Status: Married

Experience

04/2007 to 09/2017

Operations Manager Elsupermarkets

- Profit Centre and administrative responsibility of 60 thousand sq.ft store.
- Managed day-to-day operations, supervising 100+ direct and indirect reports in Store.
- Improved profit margins by 8% consistently for 3 years.
- Recruited and hired new branch employees.
- Mentored staff to increase sales success and productivity.
- Developed standard operating procedures.
- Monitored key performance metrics.
- Planned and executed promotional events.
- Consistently complied with company policies and government regulations.
- Completed financial analysis of revenue.
- Directed 10 direct reports.
- Coordinated special update and conversion projects.
- Conducted surveys of customer feedback.
- Designed sales and service strategies to improve revenue and retention.
- Developed and shared best practices across the company.
- Increased productivity by 6% while simultaneously reducing head count by 10%.
- Recruited, hired and trained new employees for various Department.
- Boosted company efficiency through technology & Best Practice.
- Built and maintained effective accounts receivable and cash flow monitoring systems.
- Revamped Employee engagement program, resulting in 20% decrease in attrition.
- Boosted revenue year on year consistently through operational efficiency (conversion /ABV ect).
- Optimized the overall customer experience through various steps, Mentored, coached and trained team members.
- Identified inefficiencies and made recommendations for process improvements.
- Earned the Award for People ,Process , Business year on year.

03/2003 to 03/2007

Assistant Manager Moe's Southwest Grill

- Oversee customer service desk for high-volume superstore, supervising up to 10 associates per shift in carrying out daily customer service operations.
- Resolve customer issues, manage returns, document faulty merchandise and prepare undamaged merchandise for return to the sales floor Contributions.
- Effectively communicated with team members to maintain clearly defined expectations.
- Won approval for "Customer Service Walk-About" concept, reassigning associates from the service desk to the sales floor during slower periods to assist customers and support loss-mitigation goals.
- Piloted Walk-About program in 2016, which proved so successful in increasing customer satisfaction that it is being rolled out Nationwide.
- Improved productivity of customer service desk by leading training initiatives and revamping schedules.
- Increased conversion 18%, reduced overtime by 12%.
- Led training for all associates on customer service best practices, credited as instrumental to store's 10-point improvement on secret shopper score from 2015 to 2016.
- Monitored the daily activities of customer support teams.
- Developed, implemented and monitored programs to maximize customer satisfaction.
- Owned team productivity metrics.
- Improved service quality and increased sales by developing a strong knowledge of company's products and services.
- Interviewed, hired and trained new quality customer service representatives.
- Provided detailed monthly departmental reports and updates to senior management.
- Provided a high level of product and leadership support to representatives and clients.

- Routinely prepared and evaluated CRM reports to identify problems and areas for improvement.

05/1997 to 12/2002

Bickford Senior Living

- Successfully managed the activities of 10 team members.
- Created training manuals targeted at resolving even the most difficult customer issues.
- Reduced amount of employee overtime by effectively delegating tasks.
- Recruited, managed and mentored an average of 35% new customer service representatives per year.
- Effectively communicated with team members to maintain clearly defined expectations.
- Effectively managed departmental expenses to stay within allocated budget.
- Resolved customer questions, issues and complaints.
- Developed and implemented policies, procedures and process improvement initiatives to improve retention rates and increase customer satisfaction.
- Developed rapport with the customer base by handling difficult issues with Professionalism.
- Recommended changes to existing methods to increase the accuracy, efficiency and responsiveness of the customer service department.
- Generated and distributed daily reports and order acknowledgments to appropriate personnel.
- Cold-called prospective customers to build relationship.
- Greeted store customers promptly and responded to questions with knowledgeable service.
- Delivered products to customers in timely manner.
- Established new customer accounts.
- Informed management of special sales and service issues.
- Evaluated competitors and performed market research.
- Achieved monthly sales goals consistently for 2 year.
- Was awarded the best "Showroom Manager" from the Chairman.

12/1994 to 05/1997

Sales Executive Xerox

- Cold-called prospective customers to build relationship.
- Completed documentation for product and service sales.
- Filled out expense reports for accounting.
- Maintained productive relationships with existing customers through exceptional follow-up after sales.
- Generated high volume of referrals.
- Updated database with customer and sales information.
- Delivered products to customers in timely manner.
- Established new customer accounts.
- Informed management of special sales and service issues.
- Evaluated competitors and performed market research.
- Achieved monthly sales goals.

Education and Training

1994

Bachelor of Science : Zoology University of Mumbai 1/4 City India Zoology

OTHER QUALIFICATION/CERTIFICATION ATTENDED PROFESSIONAL Diploma in International trade Management (Import & Export)

Interests

Reading ,International Travel, Hiking, Tennis Activities Comparing Shows, Organizing Fashion Shows & Social Parties

Skills

accounting, accounts receivable, administrative, budget, cash flow, concept, conversion, CRM, clients, customer satisfaction, Customer Service, customer support, database, documentation, Employee training, senior management, expense reports, Financial, financial analysis, government regulations, leadership, Team Leadership, market research, Multi-tasking, personnel, policies, process improvement, Profit, quality, rapport, sales, Strategic planning, supervising, surveys, training manuals

Additional Information

- NMIMS Mumbai, India Personal Information *Place of Birth: Mumbai *Sex: Male *Status: Married Hobbies: Reading ,International Travel, Hiking, Tennis Activities Comparing Shows, Organizing Fashion Shows & Social Parties