

Rahul Mehta

Senior Operations Manager

Mumbai, India

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Professional Summary

Operations and process excellence professional with 11+ years of experience across manufacturing, supply chain, and shared services environments within large Indian conglomerates. Strong track record of driving operational efficiency, cross-functional collaboration, and continuous improvement initiatives aligned with business outcomes.

Work Experience

Hinduja Group – Ashok Leyland Ltd.

Senior Operations Manager | April 2019 – Present

- Led end-to-end operations for a manufacturing unit with 600+ employees
- Implemented lean process improvements resulting in 18% reduction in cycle time
- Partnered with HR and finance teams to optimise workforce deployment across plants
- Mentored mid-level managers and built succession pipelines

Hinduja Global Solutions (HGS)

Operations Manager | June 2014 – March 2019

- Managed multi-client service delivery operations across domestic and international accounts
- Drove SLA compliance consistently above 98%
- Led digital transformation initiatives to automate reporting and performance dashboards

Education

MBA – Operations & Strategy

SP Jain Institute of Management & Research, Mumbai

B.E. – Mechanical Engineering

University of Mumbai

Key Skills

Operations Excellence, Lean Manufacturing, Process Improvement, Stakeholder Management, Cross-functional Leadership, Workforce Planning, Data-driven Decision Making

Career Aspiration (Internal Mobility)

Seeking internal opportunities within the Hinduja Group to contribute at a broader enterprise level, leveraging operational leadership experience to drive efficiency, scalability, and cross-company collaboration.