

Neha Roy

Business Operations Manager



CAREER OBJECTIVE

Have 10+ years of professional experience in heterogeneous environment with more than 5 years of experience in the IT Industry as ERP Functional Consultant and implementer.

ACADEMIC BACKGROUND

- BCA INDIRA GANDHI NATIONAL OPEN UNIVERSITY, Marks Obtained 61%, B grade.
- H.S.C. Nagpur Divisional Board (M.S), Marks Obtained 76.37%, 1st Class with distinction.
- S.S.C. Nagpur Divisional Board (M.S.), Marks Obtained 78.56%, 1st Class with distinction.

Certification

- C Language
- Certification in Association of Mutual Funds in India (AMFI)

ABOUT ME

Date of Birth : March 30th, 1986.
Current Location : Pune
Marital Status : Married
 : +91 8380077179
 : +91 8669029993
 : yamini.86@gmail.com



Work Preferences

Availability : 2 months
Desired Job Type : Full Time
Can Travel for Work : Yes
Current Location : Pune
Relocation : No
Passport : J1971448

Extracurricular Activity

- Best Operations Manager Award 2018 at Pragmatic
- Winner of couple of Dance competitions at Cybage
- Won TT Tournament 2012 under women's double

SKILLS



Leadership



Conflict Management



Decision Making



Organization

LANGUAGE

- English
- Hindi
- Marathi

INTEREST



Touring



Foodie

Experience

Have 10+ years of professional experience in heterogeneous environment with more than 7 years of experience in the IT Industry as ERP Functional Consultant and implementer. Proactively planning and scheduling projects to utilize resource at its most efficiency.

Skills and Experience

Employment History

Job Title	:	Business Operations Manager
Industry	:	IT
Duration	:	10/2015 to Present
Web Site	:	www.pragtech.co.in

Pragmatic Techsoft Pvt Ltd. is a product based company providing IT solution to the clients all across the globe. It has product expertise in Odoo, Pentaho, Joomla, etc.

Responsibilities Included:

- Responsible for day-to-day operational performance of resources to meet the set goal
- Planning and Scheduling of resources for new projects
- Communications and Conflict removal
- Act as an Escalation Manager for all the projects in the company
- Time Management, to get maximum output of the resource
- Ensuring that deadlines are met without compromising quality
- Ensure team follows standard operating procedures for all operational functions
- Conduct regular meetings with team to discuss about issues, concerns, updates etc
- Support operational risk and audit process for the purpose of preventive maintenance.
- Effective Client Communication
- Pre-sales activities
- Manage and direct operations team to achieve business targets
- New hire on-boarding, track all new hires and ensure they have a great on-boarding experience.
- Invoice Management
- Manage hiring, appraisals and promotions for staff
- Define business operating and financial objectives
- Identify and implement continuous improvement initiatives to increase business efficiency
- Build Relationships; build productive and positive relationships across the organization at all levels to drive influence
- Find and pursue cost reduction opportunities
- Maintain harmony and ensure shared responsibility of business objectives with focus on team development and employee career growth.

Job Title : **Assistant Manager – ERP Implementer**
Industry : **All types of Manufacturing**
Duration : **01/2010 to 09/2015**
Web Site : www.123insight.co.in

123insight covers MRP, ERP, CRM and Service & Repair, along with integration into various accounts packages.

Responsibilities Included:

- Implementation of 123insight ERP system
- Master Data cleansing and uploading into ERP system
- Worked with core team member to map, document and improve procurement and manufacturing processes
- Conducted user training
- Developed and delivered presentations to all levels of management
- Provided end user support on day to day issues
- Perform the role of Business administrator for PDM Link
- Configuration of PDM link as per business process and requirement
- Created work flows for different business process and implemented them
- Coordination with IT team to recognize and solve technical issue
- User creation and access distribution
- Master data setup (COA, Vendors, Items, Suppliers, Cost centers)
- Product implementation on Test Server and Live Server
- Work flow testing
- End User Training
- After Go live support

Job Title : **Jr. Executive in Operations Department**
Industry : **Mutual Funds and Insurance**
Duration : **04/2008 to 09/2009**
Web Site : www.bajajallianz.com

Bajaj Allianz Financial Distributors Ltd. operates as a joint venture between Bajaj Finserv Ltd. and Allianz SE.

Responsibilities Included:

- Responsible to gather all information related with business or the agents with responsibility to provide them back hand support.
- Provide support and services according to agents need (Brokerage report, advising mutual fund schemes, etc.), Daily reporting to Operation head, providing report to senior authority as per their requirements.
- Master Data collection, data cleansing and data uploading
- Maintaining relationship with existing agents and franchisees who get empanelled with BAFDL, by providing support and resolving their queries..
- It would consist of reports required by the senior authority, suggesting new funds to agents and HNI Clients.

Job Title : **Marketing Executive**
Industry : **Real Estate**
Duration : **08/2006 to 12/2007**
Web Site : www.ravirajgroup.com

Raviraj Group is the most trusted and quality construction & realty developers from Pune, already completed many landmarks with thousands of satisfied customers.

Responsibilities Included:

- Responsible to meet clients approaching on site.
- Presenting Services to new perspective clients
- Need Assessment Analysis and do Value added Propositions.
- Building up of internal Analysis by in: house tools for Client's requirement fitment.
- Responsible for understanding Client's needs and tapping new business.
- Maintaining relationships with existing customers.