

Ms.Jogamaya Padhy

Business Operations Manager

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PROFESSIONAL SUMMARY

- **Enthusiastic, result oriented and highly motivated Business operations professional** with over **19 years of experience in Retail banking , BPO, Airlines, Telecom active/passive infrastructure & B2B service industries.**
- **A Passionate and Charismatic leader**, coach and guide , capable of nurturing and motivating large teams to achieve extraordinary goals with purpose. Emotional Intelligence, Empathetic, collective leadership, Inspiring and Inclusive
- **An able administrator** of organizational SOPs and protocols with zero errors and ensuring statutory & compliance as per the industry standards.
- **Excellent communicator** complemented by analytical skills, strong business acumen , capable of building sustainable business relationships
- **Aspiring** to be part of a dynamic organization where I can apply my experience and people skills to contribute to the Organization's goal while constantly learning and evolving.

AREAS OF EXPERTISE

- | | | |
|---------------------------------|---------------------------------|-----------------------------------------|
| • Operations & Service Delivery | • Profitability | • Business Continuity & Risk Mitigation |
| • Strategic Planning & Growth | • Strategic accounts Management | • Vendor and Supplier management |

IMPACTS & RESULTS

- Best Business Unit in 2019 with a BDR of 44 % while ranking 8th across the global operations of Lindstrom Group.
- DNV certified for 2 consecutive years with NIL non conformities .
- Customer appreciations for Business continuity in spite of huge challenges during Covid 19 and 20 .
- Team members got awarded for best cross-selling from strategic accounts , best fast track selling for the year 2020 in the Annual Meet.
- West Bengal and Odisha Telecom circles topped in Sales and Collection in 2017 , 2018 respectively in PAN INDIA.
- Region got acknowledged for 100% preparedness ensuring least damage to man, material or network during cyclones in 2013, 2014 & 2019.
- Certificate of appreciation from CEO's office for excellent Customer satisfaction during airport handling.

EDUCATION & CERTIFICATION

- | | |
|------------------------------------------------------------------|----------------------------------------|
| • MBA Marketing , Sambalpur University | • Lean Management , Simplilearn |
| • BA Economics & Pshychology ,G M College , Sambalpur | |

CAREER MILESTONES

1st National Bank of
Chester County
Branch operations
Manager
May 01 - Feb 04

Dell
Senior mnager
operations - Apr 04-
Dec 06

Kingfisher Airlines
Unit Head Operations
Jan 07 -Aug 08

Tata Teleservices
Key Account Manager
Sep 08 -Jun 11

Tower Vision India
Regional Head
Jul 11 - Mar 19

Lindstrom India
Business unit
manager
May 19-Apr 21



WORK EXPERIENCE

May 2019 – April 2021 Lindstrom India, Hyderabad

Business Unit Manager

- Business Operations
- Revenue Generation
- Enterprise Solutions & Services |
- P&L
- Business Development | Strategic Planning |
- Statutory compliance
- Vendor management

July 2011-Mar 2019: Tower Vision India , Hyderabad
Odisha & WB)

Regional Business Head (Telangana, AP,

- Formulate business strategies and strategic utilization and deployment of available resources to achieve organizational business objectives.
- Evaluating company strategy and growth potential; develop process, operations and all initiatives for growth of organizations within the time frame with quality.
- Accountable for managing the MIS database of all the contractors and vendors. Efficiently, maintaining compliance to all the processes related to O & M.
- Instrumental in mapping the requirement & providing best coverage and services; generating business from existing accounts and adding new accounts to drive depth of distribution. Customer relationship and retention.
- Statutory Compliance , responsible to liaise with various Govt. departments including (IT & Telecom Ministry, MAUD, Electricity boards, EB department & Municipal authorities).
- Responsible for collections.
- Strong Customer & Vendor management skills.
- Responsible for Profitability (by Measuring, improving & controlling the Opex at cell sites.)
- Responsible for Identifying, Monitoring, Review and Reporting of staff KPIs and secure action plan for gaps / Improvement Areas.

Sept 2008 – Jun 2011: Tata Teleservices Ltd, Hyderabad

Key Account Manager (HNI)

- Worked as a SME Territory Manager responsible for driving business development of major accounts (SMEs with >2 crore revenue).
- Ensured smooth transition between customer acquisition and product delivery.
- Monitored the internal marketing functions related to promotions & external functions which facilitated relationships (e.g. SME Associations).
- Explored, identified and forged new B2B and B2C opportunities and created new alliances that contributed notably in revenue growth/new business opportunities in his or her specified area.
- Coordinated with marketing function through generation of proposals, marketing collaterals, pricing and other integral marketing and pre-sales activities.

Jan 2007 – Aug 2008: Kingfisher Airlines, Hyderabad

Unit Head Operations

- Responsible for Operations and service delivery. Leading a team of 12 guest services executives and 24 guest services agents, 6 Supervisors and 3 Guest services Managers.
- To coordinate and manage a variety of services of the First Class lounge, designed to provide the best of guest experiences.
- Supervises day-to-day travel requirements of Kingfisher First/VIP/CIP guests; oversees travel itinerary, monitors specific travel arrangements and handles related details.
- Supervises development and implementation of new Guest Relations programs as assigned under the direction and supervision of the Management.
- Ensures that lounge service providers are properly informed and prepared for daily activities, coordinates ordering, maintenance and distribution of appropriate supplies.
- Ensures service to guest is of high quality, involvement in guest response
- Responsible for hiring/ training and development of staff.
- Responsible for R&R, CSR activities

Apr 2004 – Dec 2006: Dell, Hyderabad

Senior Manager (DFS)

- Spearheaded a team of 65 associates and 5 supervisors. Managed new transition for DFS customer service business from US and service delivery as per committed SLAs.
- Involved in the manpower planning, driving the efficiency matrix & improvement as per quality assessments, defining SOPs and incentive programs for the team.
- Managed overall compliance process for customer operations and service delivery as well as infrastructure & Operational expenses.
- Proactively, handled the overall operational metrics with compliance as per the SLA for the US customer service process for dell preferred accounts
- Competently driving R&R, client relationship and Transport (special project to reduce no outages) for the entire financial services team.
- Active involvement in CSR activities.

May 2001 – Feb 2004: 1st national bank, PA, USA

Branch Operations Manager

- Retail branch operations/ service delivery
- Motivated, developed, and led team members
- Monitoring the development, expansion and management of consumer and business account relationships within the branch, focusing on meeting customer needs for financial service products. Customer generation, relationship and Retention.
- Notably, developed the Payroll accounts with Top corporates . Ensured that the branch exceeds established sales and revenue goals
- Managed daily sales activities and ensured the achievement of results for branch-based Financial Advisors and Insurance Sales Officers
- Identified customers with additional profit potential and develop action plans to expand these relationships and utilized sales programs to acquire new customers.
- Responsible for R&R & Participated in CSR activities.