

RAM KUMAR SONI

OPERATIONS MANAGER, TRAINING
MANAGER, STATE HEAD, CITY MANAGER

PROFILE SUMMERY

Master of Business administration with 6 year experience in Operations, Admin, Training, HR, Data Management in Real Estate, E-Commerce, Skill Development, E-Governance, Telecom, Retail Management. I am excellent in working with others to achieve a certain objective on time.

**I have ESOP Certification
of DDUGKY**

Contact Information



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Education Background

**Bansal MBA College Bhopal affiliated
to Barkatullah University Bhopal (M.P.)**

MBA (MARKETING-RETAIL) In 2011 With 61.5%.

Jiwaji University Gwalior (M.P.)

PGDCA (Post Graduate Diploma In Computer
Application) In 2017 With 68%.

B.ed (Bachelor of Education) In 2015 With 75%.

B.Sc. (Computer science) In 2008 With 58%

MP Board Bhopal

Higher Secondary In 2005 With 67.7%

High School In 2003 With 67.2%



Work Experience

Center Manager- (Operations & Training)

**QUESS CORP PVT. LTD. (DDUGKY) BHOPAL MARCH 2020
TO TILL DATE**

- Leading and monitoring team members (30) of all centers. Maintain quality service by establishing and enforcing standards.
- Coordination with SRLM, NRLM Department for any Update in DDUGKY project.
- Verifying center working process is going on as per the company norms. Motivating to Trainers and Students by guiding them in training class room.
- Responsible for all Operational/Admin/Training day to day activity.
- Track the placement data of Each and Every Batch and Retention of the Placed Students in the company. Identifying the need of assets of the team & center and fulfill it.
- Conducting all DDUGKY Program and Function. Maintain MIS report & making petty cash of office expense. Making sure that data is protected and backed-up.

Trainer-Retail (Training & Operations)

**ROOMAN TECHNOLOGIES PVT LTD. (DDUGKY) GWALIOR
APR 2019 TO FEB-2020**

- Tracking of training classes, update training programs as necessary to the all team members.
- Motivating to Trainers and Students by guiding them in training class room.
- Responsible for all training session to the Retail Trainers as well as to the students.
- Leading and monitoring team members (20) & all centers. Maintain quality teaching classes by establishing and enforcing standards.
- Training and development of new employee (Trainers). Regularly doing weekly and monthly audits in the centers. Verifying center working process is going on as per the company norms.

Key Skills

- Operations Management
- Admin
- Human Resource Management
- Recruitment & Selection
- Team Management
- Co-ordination
- Understanding of policy, planning, and strategy.
- Develop, implement and review policies and procedures.
- Leadership
- Conflict management
- Decision-making
- Data Management
- MIS Management
- Training
- Problem solving skills
- Mobilization
- Deadline-oriented
- Planning and organizing
- Adaptability
- Teamwork
- Communication skills
- Retail Management

Computer Proficiency

- **Operating System :** XP/Window-7/Window8/Window-10
- **Software:** Good hand on MS Office, Tally 7.2, DTP

Language

- Hindi
- English
- Marathi(Not Fluent)

Personal

- **Date of birth :** 15-06-1988
- **Sex :** Male
- **Nationality :** Indian
- **Father Name:** Brij Mohan Soni
- **Marital Status:** Married
- **Hobbies & Interest :** Listening to music, Watching cricket, Reading News Paper.
- **Permanent Add:** House NO:8 Near Sarkar Garden, Reliance Petrol Pump street Adityapuram, Gwalior (MP)-474020

Trainer-Retail (Training & Operations)

SHRI RAGHUNATH EDUCATION AND WELFARE SOCIETY (PMKVY) GWALIOR OCT 2017 TO OCT-2018

- Responsible for all training session to the Retail Trainers as well as to the students.
- Leading and monitoring team members (10) & all centers. Maintain quality teaching classes by establishing and enforcing standards.
- Recruitment and selection, training and development of new employee(Trainers).
- Regularly doing weekly and monthly audits in the centers. Verifying center working process is going on as per the institute norms.
- Tracking of training classes, update training programs as necessary to the all team members. Inspections of all training centers of the region.

City Manager (Operations, Admin, HR)

HOUSING.COM - NEW DELHI (MP REGION)-AUG 2014 TO NOV 2015

- Manage data collection operations including coordinating data collection of projects, review project status and progress and update.
- Supervise and Implement the process and guidelines for the safe and smooth operations.
- Responsible for all Operational/Admin day to day activity and Co-ordination at all center with attainment of company goals and profitability.
- Responsible for Maintaining and building relation, Co-ordination with the client.
- Leading and monitoring team members (35) of all cities. Track and evaluate team performance.
- Tracking of training classes, update training programs as necessary to the all team members. Team discipline. Review attendance, monthly expenses of all employees.
- Maintain MIS report & Database, Making sure that data is protected and backed-up, Identifying the need of assets of the team and fulfill it.
- Motivating the employees by guiding them in resolving the issues.
- Recruitment and selection, training and development of new employee. Hiring of candidate from social Media, References.

TRAINING AND PROJECT DETAILS

1. Company Name: Max New York Life Insurance Bhopal (M.P.) in 2010 (45 Days)

Project title –Customer Relationship Management

Key Result Areas::

- Responsible for Customer Relations. Successfully met and achieved given targets.
- Regular training and development program for sales manager.Emphasis on providing better product to their customers.

2. Company Name: Godrej Hershey's Ltd. Mandideep (M.P.) in 2010 (25 Days)

Project title –Function of Human Resource Management

Key Result Areas::

- Studied and analysed the Function of Human Resource Management in GHL.
- Studied and analysed the recruitment and selection process.Understanding Training and Development.

3. Company Name: Mayasheel Retail LLP - Bazar India GWL (M.P.) in 2017 (30 Days)

Project title –Customer Relationship Management

Key Result Areas::

- Emphasis on providing better product to their customers.
- Optimize employee productivity through effective communication.· Space selling for advertisements, displays, and promotions·
- Resolving customer complaints.Interacting with customers & obtaining their feedback.

Spoke Supervisor(Operation, Admin, HR-Telecom)
KARVY DATA MANAGEMENT SERVICE PVT. LTD. NAGPUR (MH)
NOV 2012 TO JAN 2014

- Responsible for all Admin, operational day to day activity and Co-ordination at all center. With attainment of company goals and profitability.
- Leading and monitoring team members (40) of all center. Maintain quality service by establishing and enforcing standards. Also provide process training to all employees.
- Basic Hiring to candidate from social Media, References, some other network at lower level to Mid level.
- Recruitment and selection, training and development of new employee.
- Data Management and collections with Scanning & Uploading of data on proper time.
- Making attendance & salary of all employees. Maintain MIS report & Database of organisation, making petty cash of office & Employee expenses.
- Coordinating with client to understand their work practices, requirement and scope definitions.
- Motivating the employees by guiding them in resolving the issues.
- Responsible for Maintaining and building relation and Co-ordination with the client.Maintains accurate records of all document of company.

DECLARATION:

I hereby declare that the information furnished above is true to the best of my knowledge.



Ram Kumar Soni