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| **Mathews George** | Email: [mathssgeo@gmail.com](mailto:mathssgeo@gmail.com); [mathewss\_16@yahoo.com](mailto:mathewss_16@yahoo.com);  **Mob:** +91 993 098 0843  **Permanent Address**: Orchid Woods, Maple B1-303, Near Father Agnel School, Khojgoan, Ambernath (W) Thane -421501 |
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Professional Profile

Experienced nearing two decades, managing high level operations involving client traffic and liaison with principles who my Organizations I associated with, offered services too. These involved principles like European Embassies and Ministry of Health Kuwait. Daily operations involved staff management of Call Centre Operations, work flow process of back offices and client facing staff. Ensuring client satisfaction across time zones and security levels agreements laid down by principles. Devising feedback mechanisms on improvements of technology support for Management Dashboard reporting, service level monitoring and business process reengineering. Handling crisis in short turnaround time and managing operations in absence of Senior Management and ensuring seamless approvals and decision making process. Managed the office of the expatriate CEO in India as his direct deputy. Setting up and starting remote location operations

Professional aspiration:

Associating with an Organization that can exploit my rich experience and further improve my Administrative and Operational abilities in managing large enterprise with multi location setups.

Professional experience:

**Khadamat Integrated Solutions Pvt. Ltd - May 2014 till date**

**Designation. : Operations Manager**

**Office Location. : Mumbai / Cochin / Delhi**

**Organizational Profile : Khadamat Integrated Solutions Pvt. Ltd.** (KISPL)is a 100% wholly owned subsidiary of **Public Services Company** (PSC) Head Quartered in Kuwait. PSC was the first company to be awarded the prestigious contract from the Ministry of Health to screen expatriates coming to Kuwait for employment, study or joining family.

Nature of Work:

* Reporting to Director. Overall responsibility to manage branches across India.
* Ensuring compliance to all processes as per SLA.
* Managing the strength of 4 Dy. Managers & 55 to 60 staff and ensuring their output to the best of their ability, attendance of staff, monitoring the cleanliness of the office premises.
* Monitoring of reports at the end of the day.
* Manage and maintain the Branch Head schedules, daily calendars, appointments, meetings and travel arrangements.
* Liaison with support functions (Administration, HR, Finance etc.)
* Overall security of the Unit (Physical and Data) as per SLA.
* Managing staffs in terms of grooming, training, etiquette and performance.

**Cochin. (April 2015 – May 2018)**

I was assigned the responsibility to set up a Branch office in Cochin. This included shortlisting the property for office, setting of the infra-structure, procurement, staff recruitment, process training and office setup.

The project was to setup Operations in a six floor building, comprising of 4 floors for Operations, 1 Floor for Management & 1 Floor as an apartment for the Branch Head and CEO.

Post completion of the project I was deputed in Cochin, reporting to the Director (April 2015 – May 2018) to manage the Operations and Administration with a staff strength of 52.

**2.VFS Global**

**Organization Description:** **VFS Global** is the world's largest outsourcing and technology services specialist for governments and diplomatic missions worldwide. The company manages visa and passport issuance-related administrative and non-judgmental tasks for its client governments.

**Designation - Project Manager - Lower Parel, Mumbai -** Jan 2012 till May 2014.

* Managing a project in all respects including transition, staff management and leadership, performance metrics, quality, deadlines, tracking, and assurance.
* Ensure all transition deliverables are complete, thorough and of high quality.
* Observing various Diplomatic Missions functioning and drafting new processes as per the Mission requirement with the latest technological enhancements incorporated.
* Coordinating with Software Testing Team. To conduct and overview User Acceptance Tests (UATs) for the various missions applications.
* To ensure that Software product meets the business requirements and is delivered within the Timelines set.

**Designation - Dy. Manager Operations** **(Mumbai)-Jan 2007 till Dec 2011.**

* Reporting to Regional Manager. Overall responsibility to manage the unit with staff strength of 25 to 30
* Excellent knowledge of UK and Schengen Visa process.
* Liaising with the Embassy regards to operational related queries.
* Ensuring all administration and logistics of passport delivery to consulate / applicant / logistic company etc. Handling of cash and bank related transactions.
* Recording of applicant’s biometric data and forwarding this feed to the respective missions as and when required majorly during the peak season time.
* Product and process training. Monitoring customer preferences to determine focus of sales efforts.
* Directing and coordinating activities involving sales of services, or other subjects of sale

**Additional roles and responsibilities done in VFS:**

* I was deputed in London - UK to train staff of Indian High Commission in UK in the year 2008.
* Worked with the Italian State Tourism Board (ENIT) as an Assistant Project Coordinator
* I was deputed with Schengan Visa Center from March to July 2009 to stream line the accounting procedure for 8 Visa Application Centers in the JVAC.

**Educational Background:**

* Enrolled for the PGDM two year 2013 -14 course from Welingkar Institute of Management Development & Research.
* Bachelor of Commerce from Pune University (**B.Com)**

Date of Birth: Oct 16th, 1977

**Declaration:**

I hereby declare that above written particulars are true to the best of my belief and knowledge

**Mathews George**