

Deepika Gupta

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PROFESSIONAL SUMMARY

Accomplished Operations Manager with 18 years of progressive experience in Operations. Demonstrated expertise in Change Management, Training, Standard Operating Procedures with a strong track record of driving innovation and delivering measurable business results.

CORE COMPETENCIES

Change Management

Training

Standard Operating Procedures

Cross-functional Collaboration

PROFESSIONAL EXPERIENCE

Operations Manager | ABB

2015 - Present | New York, NY, USA

- Spearheaded operations initiatives that delivered 36% improvement in operational efficiency
- Led cross-functional teams of 11 professionals across multiple high-impact projects
- Architected and implemented Change Management solutions resulting in \$452K annual cost savings
- Established best practices and mentored 5 team members, improving overall team productivity by 33%

Operations Manager | Accenture

2011 - 2015

- Developed and maintained training applications serving 41K+ users
- Collaborated with product and design teams to deliver 9 major feature releases
- Optimized system performance resulting in 37% reduction in response time

EDUCATION

Bachelor of Science in Management

University of Pennsylvania | 2002

LANGUAGES

English | Italian