

Madhuri

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Profile

Detail-oriented and results-driven Operations Specialist with 7 years of experience in optimizing business processes and enhancing operational efficiency. Proven track record in project management, data analysis, and cross-functional team coordination. Adept at identifying opportunities for improvement and implementing solutions to streamline operations and drive productivity. Committed to delivering high-quality results and fostering a collaborative work environment.

Work Experience

07/2021 – present
New Delhi, India

Associate Team Lead





Abhinav Immigration Services Pvt Ltd

-  Analyze and optimized operational processes, resulting in a 30% improvement in overall efficiency.
-  Assist in Overseeing daily operation of the team, ensuring targets and objectives are met.
-  Oversee all aspects of the Visa & Immigration Services, ensuring that the process runs smooth.
-  Supervise the completion of all relevant visa and immigration documents and ensure that they are received within the time limit set by the government
-  Develop and implemented standard operating procedures (SOPs) to enhance workflow and ensure consistency across departments.
-  Assess and validate the accuracy of all client-submitted information, ensuring the precise preparation and verification of all associated documents.
-  Provide comprehensive assistance to clients throughout the immigration process, including managing complex cases.
-  Handle various visa types (short-term and long-term) for multiple countries.
-  Assume full responsibility for all immigration-related issues and operations, staying current with legislative changes.
-  Guide clients with the highest level of professionalism and transparency regarding documentation and submissions.
-  Maintain ongoing communication with relevant government entities concerning clients' cases.
-  Collaborate with supervisors to coordinate operations and activities within or between departments.
-  Review completed work to ensure consistency, quality, and compliance with standards.
-  Delegate projects and assign tasks to team members based on their areas of expertise.
-  Deliver exceptional customer service, addressing and resolving challenging issues both over the phone and in person.
-  Ensure the accurate filing and management of legal documents within the required deadline

10/2017 – 06/2021
New Delhi, India

Senior Case Manager

Aptech Global Immigration Services Pvt Ltd.

-  Facilitated communication between departments to ensure seamless coordination and address operational challenges.
-  Developed and maintained detailed reports and documentation, ensuring compliance with company policies and industry regulations.
-  Implemented process improvements that reduced operational errors and increased customer satisfaction.
-  Active member of back office responsible processing client files and request.



Skills

– CORE COMPETENCIES

Operational Efficiency



Process Improvement



Team Coordination



Quality Assurance



Global Mobility



Project Management



Communication



Data Analysis &
Reporting



Education

05/2022

New Delhi, India

Post Graduate Diploma, HRM
IGNOU



Education

05/2017

New Delhi, India

Bachelor of Commerce (Hons)
Delhi University