**Arpita Rathore**

**Operations & Content**

**Strategist**

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**PERSONAL STATMENT**

A progressive Business Operations Manager with a particular strength in driving performance, reducing inefficiencies and cutting costs. And I being a self-motivated and focused candidate who has over five years’ experience of working in senior managerial roles. I am a self-sufficient and resourceful, with a responsive, cooperative and knowledgeable approach to work as well as professional attitude to dealing with all operational issues that may arise. Even though I have lead through the facilitation and empowerment of others, I am still willing to take personal responsibility for all problems under my governance. Right now I am looking to join a leading & established company that is going through a period of growth.

**AREAS OF EXPERTISE**

**MANAGERIAL**  Process Excellence: Identifying, developing and implementing best practice that increases performance.

* Stakeholder handling: Apt at resolving contractual, technical and financial issues with partners.
* Client Management: Sourcing and strategizing skills.
* Vendor Management: Knowledge and experience of procurement processes, procedures, and policy setting.
* People Management: Leading a team and prioritising and managing resources through others to meet goals.
* Experience of working in complex structures.
* Operational activities: Developing business relationships through networking.
* Can communicate complex technical data and statistics clearly.
* Content Management: SMO team handling & Content reviewing before posting approvals
* Legal Handling: Drafting of Contracts and term negotiation with clients and vendors
* Company’s event management
* Stakeholder, people and relationship management.

**PERSONAL**

* Willingness to learn, improve and adapt.
* Able to take tough decisions and sustain momentum, pushing for timely action.
* Incredible drive, enthusiasm and commitment.
* Ability to communicate in a clear and effective manner.
* Having the patience to deal with multi decision maker sales processes.
* Organised, calm and never buckling under pressure.
* Having a positive ‘can-do’ approach towards change.

**CAREER HISTORY**

***Service Based Company – Loyalty passport pvt. ltd***

BUSINESS OPERATIONS MANAGER April 2015 – Present

Responsible for ensuring that all Business Operational tasks are done correctly, cost effectively and delivered on time. Also in charge of maintaining a good working relationship with the company's main clients.

***Duties***

* Implementing new operational processes and procedures.
* Establishing and maintaining Roles and Responsibilities for personnel under your management.
* Delivering regular team communications and organising monthly meetings.
* Controlling all associated operational costs according to the prevailing annual budget forecast.
* Supporting the planning, development and overall management of project budgets, in collaboration with relevant senior field managers and staff.
* Handling SEO & SMO team and content creation team.
* Handling research and development team.
* Seeking ways of adding value to existing work areas.
* Working closely to build and maintain close working relationship with clients.
* Maximising accuracy, productivity and space utilization.
* Assisting in the recruitment, training and development of staff.
* Solving disputes and complaints in a professional manner and within guidelines.

***Concierges Company - Fetcher***

OPERATIONS MANAGER June 2013 – April 2015

***Duties***

* Establish and implement departmental policies, goals, objectives, and procedures.
* Creating, managing and analysing performance data and other information.
* Further making sure that capacity and capability are continually planned.
* Encouraging, identifying and developing best practice strategy.
* Ensuring compliance to all Environmental Health & Safety goals & objectives.
* Producing Operations manuals which define how the business is to be run.
* Working closely with the Financial Manager, Facilities Manager, IT Manager and HR department.

***Liaison Company –SKCO***

Operations Executive June 2011 – May 2013

***Duties***

* Dealing with the risk factors related to the company’s trade
* Fair knowledge of operations auditing, and preparation of statutory audit reports for the purpose of compliance with all the tribulations coming up as a hurdle in the path of Compliance.
* Also the circulation of notices has been emphasized during the whole training format.
* A practical knowledge of e-governance and a basic knowledge of listing agreement.
* With all the practical aspects of the profession, I have been imparted with a deep knowledge of corporate ethics to justify the position of compliance in the company, which certainly adds up as a boon point in the curriculum vitae.

**ACADEMIC QUALIFICATIONS**

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| Rajdhani College, DelhiUniversity | 2008 - 2011 | Bachelor’s Degree (Linguistic & literature) |
| Company Secretary, ICSI | 2008 - 2012 | Executive Levels |
| IGNOU | 2011 - 2013 | Bachelor’s Degree (Corporate Affairs) |

Class XII, Jinvani Bharti Public School, New Delhi

Class X, St. Anselm’s Sr. Sec. School, Mount Abu, Rajasthan

**REFERENCES** –Available on required