

Sujoy Das

Sr. Manager Operations

Forward-thinking Senior Manager adept at managing teams of 300 employees with 16 direct reports to accomplish challenging objectives. Imparts clear vision to guide cohesive, high-performing teams.

Versatile Senior Manager specializing in Operations and skilled at planning, implementing and overseeing key improvements to drive business growth and efficiency. History of cultivating an open culture with free exchange of information. Pursuing new professional challenges with a growth-oriented company.

Strong leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency. Uses independent decision-making skills and sound judgment to positively impact company success.


Contact


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Skills

Business operations analysis  Upper intermediate

Service department operations  Upper intermediate

Customer service and support  Advanced

Work History

2018-08 - Current

Sr. Manager Operations
IEnergizer, Gurugram

- Evaluated hiring, firing, and promotions requests.
- Managed large-scale projects and introduced new systems, tools, and processes to achieve challenging objectives.
- Developed and implemented new filing systems to improve organizational efficiency and productivity.
- Conducted performance evaluations, compensations and hiring to maintain appropriate staffing requirements.
- Identified cost improvement changes and cost savings plans to increase company savings.
- Produced staffing matrix to provide adequate coverage of department.
- Modified inventory control programs to maintain and enhance annual business plan.

2016-03 -
2018-07

Assistant Manager

Teleperformance , Gurugram

- Made hiring recommendations to increase company's productivity and profitability with quality workers.
- Offered hands-on assistance to customers, assessing needs, and maintaining current knowledge of consumer preferences.
- Helped with planning schedules and delegating assignments to meet coverage and service demands.
- Completed regular inventory counts to verify stock levels, address discrepancies, and forecast future needs.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Supervised day-to-day operations to meet performance, quality and service expectations.
- Improved staffing during busy periods by creating employee schedules and monitoring call-outs.

2013-01 -
2016-02

Team Leader

WNS, Gurugram

- Built strong relationships with customers through positive attitude and attentive response.
- Mentored and guided employees to foster proper completion of assigned duties.
- Conducted training and mentored team members to promote productivity, accuracy, and commitment to friendly service.
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2007-11 -
2012-12

Process Associate

Genpact Global Services, Gurugram

- Completed Order to Cash cycle

- Joined as an Associate got promoted as PD (Process Developer)

Worked with **Invensys controls** as a Cash applicator.

Handling the team of 8 People, also doing bank reconciliation for the company.

Worked in Geseaco (Software- SAP 26 months, Process-Billing & collections) deals in selling, repairing and leasing the containers all over the world. Responsible for commercial billing & collections of an individual portfolio of USD\$ 11 million approx. Profile consists of Account Reconciliation, Collecting Outstanding Payments and Resolving customer's disputes regarding billing queries like wherever debit or credit needs to be generated, Reporting Monthly Business Transactions, Coordinating with Area Officers and Account Managers in China Japan & Korea. Monthly billing needs to be reviewed before sending to the customers. I was handling the team of 15 people.

Also worked for Momentive Performance Material (and was responsible for commercial collections and A/R management of an individual portfolio of USD 09 Million. Job profile consists of Accounts

Reconciliation, Dispute Resolving, and Issuing Credits for the customers, Collecting Outstanding Payments, Reporting Weekly Figures of Business Transactions, Coordinating with Sales Team,

Customer Service and Credit Manager to work towards Monthly and Quarterly collection targets. Created history by closing the business at an all-time low of 17.60 % and individual portfolio at an all time low of 11.12% in Q2, 2008 also closing the claim balance in 0 Balance.

Education

2005-03 -
2027-05

GED

C.S.J.M University - Kanpur



Certifications

2009-03 Six Sigma Certified (Green Belt)

2010-08 Lean Certified



Interests

Playing Cricket

Playing Pool

Listening to Music

