

Program Manager

ANAND SHARMA



Summary

Operations & Program Manager with 6+ years of experience in fintech, E-commerce, banking, and healthcare volunteering. Proven expertise in process optimization, automation, cross-functional coordination, stakeholder management, team leadership, and KPI-driven execution. Recognized for improving operational efficiency, strengthening client relationships, and driving organizational growth through structured problem-solving and strategic planning.

Contact

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Expertise

Operational Excellence

- SOP Development
- Process Optimization
- SLA Management
- Quality Control

Program Management

- Cross-Functional Coordination
- Escalation Handling
- Project Planning

Leadership

- Team Mentoring
- Performance Management
- Coaching & Training
- Stakeholder Engagement

Tools

- Zoho
- HubSpot
- Google Sheets (Pivot, VLOOKUP)
- G Suite
- MS Teams
- Slack

Work experience

Program Manager – Atlys India Pvt. Ltd., Delhi

Dec 2023 – Present

- Led visa operations across multiple geographies, ensuring 98% on-time delivery and strict compliance with embassy and consulate requirements.
- Handled end-to-end coordination for global markets spanning **Asia, Europe, Middle East, and Africa, covering Vietnam, Egypt, Indonesia, Azerbaijan, Morocco, Togo, Oman, Hong Kong, Sri Lanka, Kenya, Uzbekistan**, and all 30 Schengen countries including **Switzerland, Netherlands, Italy, Norway, and Austria**.
- Managed a 14-member operations team, improving productivity through structured mentoring, daily standups, and performance reviews.
- Designed automation workflows that saved 100+ team hours monthly and reduced manual intervention.
- Collaborated with product, sales, and support teams to streamline cross-functional processes, enhance customer journey, and boost efficiency.
- Owned revenue operations, ensuring accurate billing, forecasting, and process alignment with organizational goals.
- Oversaw end-to-end visa processing including documentation checks, application validation, itinerary reviews, biometrics scheduling, embassy submissions, and final delivery.
- Implemented quality control frameworks to reduce documentation errors and application rejections.
- Coordinated with global visa partners, VFS centers, and embassy representatives to resolve escalations and expedite processing.
- Ensured SLA adherence for B2B and B2C clients, improving customer satisfaction and repeat business.
- Managed workload distribution, shift planning, and resource allocation during peak travel seasons.
- Led operational audits to ensure compliance with internal policies, data security, and regulatory standards.
- Analysed operational bottlenecks and implemented continuous process improvements to reduce turnaround time (TAT).
- Conducted training sessions for new hires on visa guidelines, customer handling, documentation standards, and operational SOPs.
- Improved communication flows with customer support to reduce query resolution time and ticket backlogs.

Education

MBA - MARKETING

NMIMS | 2019 - 2021

BBA - MARKETING

GLA University | 2016 - 2019

Operations Manager – Eshopbox E-Commerce Pvt. Ltd.

Aug 2022 – Dec 2023

- Managed daily warehouse operations, inventory flow, SLAs, and end-to-end customer experience.
- Achieved 10% cost savings through vendor negotiations and workflow improvements.
- Conducted market research and optimized internal processes for smoother logistics operations.
- Handled premium brands such as Blackberrys (Mohan Clothing), United Colors of Benetton, Royal Enfield, BOSCH, Being Human, Cover Story, Farmley, and Peter England, ensuring adherence to brand-specific operational standards.
- Oversaw inward inventory, quality control (QC), RTO processing, and stock accuracy for the above brands across PAN India locations.
- Coordinated with cross-functional teams for order fulfillment, dispatch planning, and exception handling to maintain high SLA compliance.
- Improved inventory reconciliation processes, reducing discrepancies and increasing fulfillment accuracy

Deputy Manager – HDFC Bank Ltd.

Feb 2021 – Aug 2022

- Managed a ₹100 Cr+ customer portfolio in Noida Sector 34, ensuring retention, cross-selling, and relationship expansion.
- Drove sales across CASA, BANCA, Credit Cards, Home Loans, Personal Loans, and Term Plans, contributing to monthly branch revenue targets.
- Coordinated with vendors and agencies to execute regional marketing campaigns, ensuring brand consistency and timely delivery.
- Strengthened stakeholder and customer relationships, improving turnaround time and service satisfaction.
- Ensured strict compliance with RBI regulations, KYC norms, audit requirements, and documentation standards.
- Resolved customer escalations efficiently while supporting branch operations and portfolio growth initiatives.

Business Development Executive – Perfect Stayz.com

Sep 2019 – Feb 2021

- Converted high-value leads into long-term partnerships through tailored onboarding and relationship management.
- Designed and executed customer acquisition strategies, resulting in a 25% increase in new client sign-ups.
- Strengthened client relationships, improving retention and contributing to overall revenue growth.
- Positioned the company distinctly from competitors like HomeAway and Airbnb by emphasizing that Perfect Stayz did not charge travelers—instead, revenue was generated only from homeowners whose properties were listed across our platform, making the model more affordable and traveler-friendly.

VOLUNTEERING EXPERIENCE – RGCIRC (Rajiv Gandhi Cancer Institute)

Operations Volunteer | 2025 – Present

- Coordinated patient flow, OPD scheduling, and diagnostic services to ensure smooth daily operations and reduced wait times.
- Supported medical staff by managing documentation, maintaining compliance records, and assisting with operational requirements.
- Led volunteer coordination and contributed to CSR initiatives focused on cancer prevention, awareness, and early detection.
- Assisted in organizing hospital events, medical camps, community outreach programs, and managed essential medical supply logistics.
- Prepared weekly operational reports and collaborated across departments to streamline communication and resolve workflow issues.