

Professional Summary

Dynamic Operations Manager with a proven track record at Sudh Desi - Fresh From Farm, driving sales through innovative marketing and strong financial oversight. Skilled in strategic planning, team leadership, and client relations. Experience in startups has enhanced my multitasking, problem-solving, and operational management abilities.

Skills

- Employee relations & Conflict resolution
- Adaptability & flexibility
- Marketing strategy & Campaign management
- Multitasking & Problem solving
- Active listening & Customer service
- Team leadership & staff training
- Operational efficiency & Workflow optimization
- Content creation & Copyrighting
- Negotiation and Persuasion
- Client relationship management & Cross function collaboration
- Technical proficiency (Google Sheets, Image Editing, Backend Operations)

Experience

Sudh Desi - Fresh From Farm, Bengaluru

January 2022 - December 2024

Operation and Accounts Executive

- Streamlined operational processes, improving efficiency and reducing costs.
- Implemented inventory management strategies, minimizing waste and optimizing stock levels.
- Developed and maintained strong relationships with vendors and suppliers to ensure timely delivery and competitive pricing.
- Analyzed financial reports and provided actionable insights to improve profitability.
- Led the coordination of product launches and promotional events, contributing to increased brand awareness.
- Monitored and evaluated team performance, providing constructive feedback and fostering professional development.
- Played a key role in the implementation of a new CRM system to enhance customer service and tracking.
- Conducted regular audits and ensured compliance with financial and operational policies.
- Improved the company's cash flow by optimizing accounts receivable and payable processes.

Concentrix, Kolkata

May 2018 - May 2019

Customer Service Representative

- Managed difficult customer situations with professionalism and empathy.
- Managed high-volume call centre inquiries, ensuring customer satisfaction through effective communication.
- Collaborated with internal departments to find resolutions and conduct further research on customer account.
- Maintained up-to-date knowledge of product offerings to provide accurate information to customers.

Achievements

Streamlined inventory management and optimized workflows to reduce waste and operational costs, while achieving excellent customer satisfaction through efficient and empathetic service.

Received recognition as "Employee of the Month" at Concentrix for exceptional customer service.