

BUSINESS OPERATIONS MANAGER

Ketan Kumar

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Summary

Results-oriented Operations Manager who excels at using proven methods with the help of new technologies to successfully cut costs, increase productivity, and manage the operations of a business. I have experience in managing business processes, sales, projects, teams, stakeholders, and clients in the BPO and IT services domain with enthusiasm to learn and an excellent work ethic.

Core Competencies

- Operations Management
- Client Relationship
- Account Management
- Process Improvement
- Business Development
- IT Sales
- Stakeholder Management
- Start-up Operations
- Team Management

Skills

MS-Office: Excel, Word, PowerPoint: Proficient

Google Suite: Sheets, Docs, Slides: Proficient

Power BI Dashboards: Basic

OS: Windows 10, macOS-Catalina

Experience

GlobalEmployees®, Gurugram

May 15 – Present

Operations Manager

As an Operations Manager, I am responsible for the end to end workings of the India center for GlobalEmployees®. Some of the key responsibilities are as below:

Operations:

- Planning: To devise a strategy with the upper management and come up with the project execution plan, creating pre-project reports and resource planning.
- Stakeholder Management: Ensure all departments working on the project are in sync and creating a robust communication channel between them, leading to seamless project execution.
- Team Management: Handling multiple teams, delegating tasks, and ensuring smooth execution of the overall operations of the business.
- Transition: Ensure a smooth transition on the project from the sales to development to live operations.
- Process Improvement: Bi-Weekly reviews with the operations team about ongoing projects. Monthly one-on-ones with PM's, TL's, and executives.

Client Management:

- I help with onboarding clients & setting up the client teams and projects, creating performance reports and dashboards (MS-Excel, Power BI).

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- Attend meetings with new clients (Face to Face/Video Conferencing) to understand their needs and implement strategies accordingly to get their project started and ensure an effortless transition from sales to development to live operations.
- Reach out to the existing clients for monthly performance follow-ups, employee/project feedbacks, and provide optimal solutions to any issues they may have, upselling and generating new business opportunities.
- Handling and resolving client disputes and enhance the overall client experience.

Sales:

- I work with business leaders to devise strategies to generate further business.
- I work with the BD Manager and sales team on marketing strategies to generate new business through digital marketing (Social Media, SEO), email marketing, cold calling.
- I helped in formatting and then approving proposals and responses to RFI/RFP/RFQ's.
- I have also managed client accounts after sales to create a future sales pipeline from existing clients through regular follow-ups.

HR/Manpower:

- I worked with the HR department in recruitment efforts through various channels and helped put in attrition control measures.
- I helped to plan and then approve employee engagement activities, such as training, outings, RnR, etc.
- To help create an inclusive work culture with an employee-focused environment.
- Help with general business policy-making and grievance redressal.
- Evaluating non-performing assets with the HR/Team Manager & developing performance enhancement metrics.

GlobalEmployees®, Gurugram

Mar 14 – Apr 15

Business Development Manager

- Managing a team of associates who generate new business leads through calls & emails.
- Working on the leads generated by the team, connect with the prospected client, understand their needs, and respond to RFI/RFP/RFQ's.
- Act as a liaison between the new clients and operations team to facilitate a smooth transition of the clients' project.

GlobalEmployees®, Gurugram

Feb 13 - Feb 14

Business Development Executive

- Research and source prospects online from various sources like Guru, Upwork, LinkedIn.
- Handle the chat and incoming emails and calls from marketing, SEO, and PPC, efforts of the business.

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- Make cold calls and send emails to the sourced leads to generate sales. Also, maintain the datasheet of the prospects.

HERO BPO, Gurugram

Jan 08 - Sep 12

Subject Matter Expert

Campaign: British Gas Business

- Daily calls to UK consumers to gather information about their Electricity and Gas contracts.
- To create daily sales reports and agent performance reports.
- Mentoring newly hired agents and familiarize them with the processes.

Campaign: Primus Telecommunications

- Create daily process reports and mentor new agents on the floor.
- Take product training for newly hired associates and refresher/updates training for existing associates.
- Handling client escalation calls and following up with other departments to ensure query resolution.
- Responding to customer emails, escalated tickets, and responding to customers with resolutions.

HERO BPO, Gurugram

May 06 – Dec 07

Senior Executive

3. Campaign: Capital One Credit Card Verification

- Outbound calling to verify details provided by the customers on credit card application forms.
- Handling inbound calls from customers applying for a new credit card, taking information, and creating a profile in CRM.

Education

- Bachelors Degree in Arts (72.5) from Manav Bharti University (2012).
- Class XII (67.5%) from Central Board of Secondary Education (2003).
- Class X (68.6) from Central Board of Secondary Education (2001).

Additional Information

Languages: English, Hindi & Punjabi

Open for Locations: Delhi-NCR, Chandigarh-Mohali Area.

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Personal Interests: I like music (Classic rock is the best; Pink Floyd, Guns n Roses), Travelling (try to spend some time away from the cubicles, there is a world to be explored), Sports (Football makes me tick, Manchester United is life).