**RAJESH RAMAN @PMP**

**PROFIT DRIVEN OPERATIONS MANAGER/CUSTOMER CARE MANAGEMENT SPECIALIST**

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Present location: Flat 42,Bldg 116,Road 3304, Block 333, Mahooz, Kingdom of Bahrain

**CORE COMPETENCIES**

* Operations Management
* Project management
* Service Operations
* Strategic planning and support
* Customer Care Management
* Budgeting
* Procurement Management
* Production Support
* Business Development
* New Business Management
* Policy and Procedure Development
* Relationship Management
* People Management
* Problem Solving
* Customer Relationship Management:
* Client Management
* Team Coordination
* Leadership skills

**EDUCATION & CREDENTIALS**

* Executive MBA from KSOU, Karnataka, 2014
* Diploma in Electronics & Communication Engineering from SNGIT Coimbatore, 1996

**CERTIFICATION**

* PMP certification
* Microsoft Certified Systems Engineer
* AWS certified solutions architect

**EXPERIENCE SUMMARY\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **A well-grounded visionary professional with exposure of 20 years in** managing business operation of campus, developing operational strategies to achieve a created vision, leading multicultural, cross-functional teams to implement strategic initiatives
* **Distinguished career reflects continual advancement**, a depth of valuable & diversified leadership experience and consistent achievements in driving cost–effective business strategies, and initiatives that produce dynamic business results
* **Leveraged skills in developing key strategies to enhance** the value & cost‐ effectiveness of operational services and major projects within agreed budgetary parameters by closely collaborating directly with top management
* **Exceptional skills in managing customer service operations** with a view to achieve customer satisfaction by keep an eye on proper production of goods and provision ongoing company’s services; researching new technologies and alternative methods to improve the operations efficiency and capable of dealing with the requirements of demanding customers across all business disciplines
* **Proficiency in overseeing the on‐track implementation** of organizational principles, business processes and operating systems with demonstrated skills in organizing resources and establishing priorities
* **Versatile, innovative, and trustworthy management professional** able to see “big picture” while staying on top of all the details. Excellent communication, team building and relationship management skills

**WORK HISTORY\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Nov 2018-Present****May 2006-Jun 2010** | **New Millennium Construction as Group Operations Manager Responsibilities :*** Developing valuable strategies and providing information regarding detailed plans & strategies; providing holistic solutions to carve a niche in highly competitive solutions.
* Assessing and analyzing departmental budgets to find ways to minimize expenses and optimize profits
* Driving actionable insights, mainly in business operations performance; develop operations purposes from scratch while planning risk mitigation tactics to ensure smooth running of operations. Identifying process improvements to increase efficiency
* Analyzing the development process with the aim of identifying problem areas that may affect results, finding valid solutions for the problems areas and implementing them in a timely manner.
* Identifying potential problems and points of friction and working to find solutions to maximize efficiency and revenue
* Making sure all operations are carried on in an appropriate, cost‐effective way. Improving operational management systems, processes, and best practices. Managing budgets and forecasts
* Ensuring all operations are carried on in an appropriate, cost‐effective way. Improving operational management systems, processes, and best practices. Purchase materials, plan inventory and oversee warehouse efficiency.
* Leading & monitoring the performance of the team members to ensure efficiency in operations and meeting of target

**Axiom Telecom, Bahrain***Succession Path:** May 2006 – Mar 2010 : Service In‐Charge
* Mar 2010– Jun 2018: Assistant Manager Operations

**Value Proposition:*** Got the appreciations from the Management for delivering quality work with low budget
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|  | **Value Proposition:*** Holds proven skills in managing New Service Centre in Bahrain & Qatar project and successfully setup a state of art repair facility in Bahrain to deal with warranty customers.
* Identified suitable location, negotiated with real estate, got quote from contractors, and finalized the contractor.

**Responsibilities :*** Entrusted with the overall accountability of overseeing company’s operations, generating operational reports for management as needed and recommending improvements to service operations for Bahrain and Qatar
* Evaluated the inventory holding and optimizing the inventory. Ensuring assets and parts are stocked for timely delivery of service
* Contributed to improve customer satisfaction index by addressing numerous customer complaints on regular basis. Initiating & implementing customer service policy for an entire organization by investigating and solving complex & repeated customers' problems, complaints, and major incidents.
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| **Sep 2003 ‐ May 2006** | **Service City (Nokia’s Regional Repair, Competence & Training Centre), Dubai, UAE****Team Leader****Responsibilities :*** Supervised the performance of the technicians to attain enhanced productivity and improved the quality of repairs in coordination with operations Manager & maintained client contact data
* Applied valuable control & tracked system along with monitored the team’s performance; interpreted & resolved the complex tasks & issues while close interaction with multiple external employees, internal staff, and high‐profile clients within set timelines
* Worked as a mentor to understand the growing needs of respective customers as well as team members to offer a wide range of ready‐to‐use services and solutions to fulfil the same

**Value Proposition:*** Got on‐the job training in Product and technical training from SCCE (Germany) & NME (AE) and communication Testers from Rhode & Schwarz
* Played a vital role as an active associate of Team in setting up service city during early phases; recruitment Team to recruit technicians from India, Sri Lanka and Philippines
* Acquired work experience in ISO 9001 and ISO 14001
* Honored for outstanding employee of the month in 2005
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**PRIOR WORK EXPERIENCE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Jan 2003 – Sep 2003** | **Phone care, Dubai****Service Engineer & Technician** |
| **Jan 2000 ‐ Nov 2002** | **Emirates computers, Dubai****Service engineer** |

**TRAININGS**

* Service leadership development program
* Nokia product trainings in Germany
* Advanced excel

**PROFESSIONAL COURSE**

* Diploma (Computer Engineering) from CMS Computer Institute (Hardware, LAN & UNIX)

**MEMBERSHIP**

* Member of Toastmasters ‐ Since Mar ‘15

**IT SKILLS**

* LAN, Computer hardware maintenance
* SCO‐ UNIX
* MS Office Suite (Word, Excel & PowerPoint)
* ERP and Service software.

**VALUES**

* Accountability
* Integrity
* Honesty
* Leadership
* Teamwork

**PROFILE HIGHLIGHTS**

* Successfully setup Art of Facility Service Center in Bahrain and Qatar (2013) within specified time frame and low cost for Axiom Telecom
* Played a stellar role and presented incentive scheme to overcome manpower crisis in Qatar, thereby avoided customer escalations
* Provided valuable support new In‐House System for service operations to track customer notification for repaired
* Improved customer satisfaction index and reduction of stock out ratio reduced .
* 5s and QMS implementation

**PERSONAL DETAILS**

* Date of Birth: 28th August 1976
* Linguistic Abilities: English, Hindi, Malayalam, and Tamil
* Address: 1/36 “Kairassi, Sooryachira, Pudussery, Palakkad .Kerala‐ 678007
* Passport No: Z1987918