

Karra. Shiva Rama Krishna. Bhiksham

SENIOR LEVEL PROFESSIONAL: OPERATIONS MANAGEMENT

Offering successful career with multi-cultural experience in running successful method-oriented operations and taking initiatives for operational excellence through process improvement.

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Profile Summary

- A **result-oriented professional** offering **over 15 years** of successful career with diverse roles distinguished by commended performance and proven results in **Operations Management and Process Management**
- Track record of **managing relationships for running successful business operations** & developing procedures and service standards for operations excellence
- Proven track record of **setting out standards for various operational areas**; implementing quality systems & procedures to facilitate a high-quality customer experience, while adhering to the SLA
- Proficient in **monitoring the overall functioning of processes**, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
- Gained a reputation of **Heading Projects**; amplified the operational capabilities in line with trends and developments to maintain the leadership position of the company; a strategist, visionary & advisor optimizing operational efficiency
- **Inspirational leader** who designed strategic transformation plans and implemented target operating model that leveraged

Core Competencies

Strategic & Operational Planning
Operations Management
Risk Management
Transition & Process Management
Quality Management
Client Relationship Management
SLA & Performance Management
Cost & Resource Optimization
Team Building & Leadership

Soft Skills



Notable Accomplishments Across the Career

- Successfully implemented operational excellence plans, thereby leading to an increase in efficiency (process and human resource)
- Prepared the SOP for client visit which showcased end-to-end business; this initiative brought in additional business
- Evolved efficient plans, aimed at creating domain expertise for cross-utilization of resources

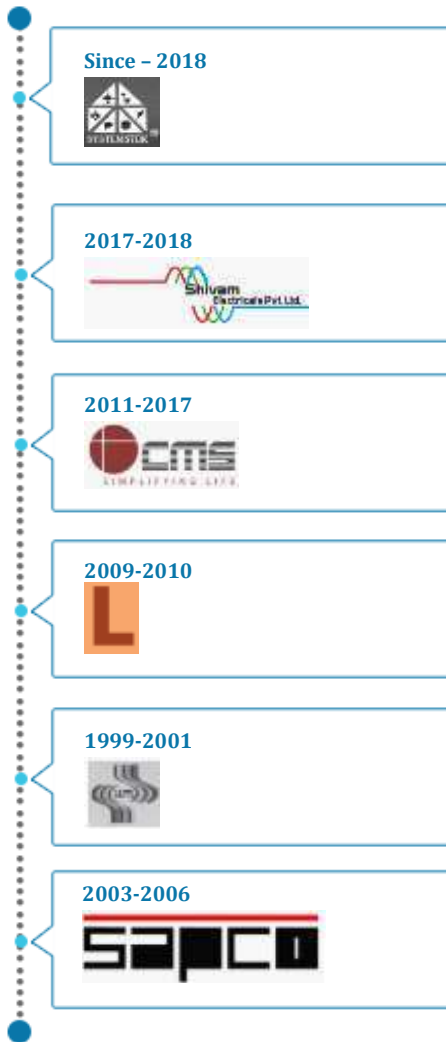
Organizational Experience

Since Dec'18
Sytems Tek India Pvt. Ltd., Mulund as Manager - Operations

Role:

- Spearheading PAN India major clients such as Citi Bank, DBS Bank, Johnson & Johnson Mumbai region, Reliance IDC- 4 & IDC-2 for all Surveillance systems and SOP for Citi
- Managing AMC & Projects services for all major clients, Billing and following up for renewals, payments along with commercial work
- All the Engineers are been assigned for calls received and looking into, timely closure of all calls escalations as per SLA
- Providing services & reviewing with customer for improvement, following procedure as per SLA
- Organising quarterly PPM activity to be proceeded as per clients SLA, changing the materials, discussing with customer on satisfactory services along with monthly review
- Procuring materials procurement as per required during projects and keeping spares for general maintenance of the systems for services
- Preparing quotations & offers as per client requirement for new projects, materials, service related vendor quote, negotiation related to projects with vendor rate
- Arranging monthly con-call review meeting with customers on issues faced, engineers behaviour during services
- Performing vendor management, procurement and office management

Career Timeline



Academic Details

IT Skills

Personal Details

Date of Birth: 23rd December 1981

Languages Known: English, Hindi, Marathi & Telugu

Address : House No. 1348/4, Shri Kanta Nivas, Behind Bethel Church, Ambarnath (W), Dist. Thane – 421 501

Aug'17 – Nov'18

Shivam Electricals Pvt. Ltd., Bhiwandi as Team Lead - Operations

Role:

- Ensured materials received from OEM, Vertiv Energy Pvt. Ltd. and billing for dispatched materials after assembling
- Engaged in material Kit-checking & distributing to Contracts the cabinets & requires spares
- Followed up with vendors on payment for billing done of particular month
- Reviewed quality of the work done as per contractors and engineer work for testing & quality testing
- Coordinated with team for pending spares from vendors as per quantity of cabinets received from them
- Prepared salary for employees and billing of Contractors & Administration

Jul'11 – Jul'17

Computers Ltd., Mumbai as Team leader – Regional – North & East

Role:

- Assigned call to respective Engineer & followed-up with them to close the calls ASAP
- Scheduled preventive maintenance activities periodically as per client SLA
- Assured closure of the customer escalated calls timely in coordination TRC & Stores for manpower support & spares
- Monitored Emerson Network Pvt. Ltd., as key account for escalations & calls closure in time as per Client SLA

Previous Experience

Feb'09 – Jul'10

Lords Studio, Mumbai as Assistant Editor - Tu Bhetshi Navyane Serial

Oct'06 – Jan'09

Jasmine Art Printers Pvt. Ltd., Navi Mumbai as Supervisor

Jun'03 – May'06

Shri Arun Packaging, Navi Mumbai as Supervisor

- MBA (Operations Management) from Prin. L.N. Welingkar Institute of Management Development and Research in 2018
- B.Com. from YCMOU, Nashik in 2014
- Advanced Diploma Animation in Multimedia Pro from 3Dimensions Studio, Dombivli in 2007
- Diploma in Printing Technology from GIPT, Mumbai in 2003

Windows XP, MS Word, MS Excel, MS PowerPoint, Photoshop, Corel Draw, Combustion, After Effects, Premier pro, 3d max, Avid, Fcp.