**MOHAN SINGH**

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Seeking assignments in **Operations Management/ Finance Management/ Process Improvement / Client Relationship Management** with an organization of high repute

**SYNOPSIS**

* A self-motivated professional with 8+ years of experience in Operations Management, Process Management and Customer Support Management.
* Currently, associated with **Sigma Supply Chain Solution Pvt Ltd as a Operation Manager at Noida.**
* On educational front, completed MBA (Finance) Institute of Business Management C.S.J.M University, Kanpur (U.P)
* Possess sound understanding of banking process, finance, legal, tender process and other documentations.
* Adept in handling central operations, clients, resolving their queries & providing high quality service to achieve greater level of customer satisfaction.
* Possessing a track record of achievements and a proven ability to manage the vendors/clients.
* Ability to use initiative to develop effective solutions to resolve problems whilst having an active and dynamic approach to work and getting things done efficiently.
* An analytical thinker with excellent reasoning, interpersonal & communication skills and writing skills.

**AREA OF EXPOSURE**

* Client Relationships Management
* Operations Management
* Customer Support Operations
* Process Management
* Finance Management
* Relationship Management
* Project & Vendor Management
* Accounts Management
* Training & Development
* Legal/Tender/Government Case Management
* Supply Chain Management & Logistics
* Performance Management

**PERSONALITY TRAITS**

* Detail Oriented
* Collaboration
* Optimism
* Resilience

**EMPLOYMENT SCAN**

**Sigma Supply Chain Solution Pvt Ltd. Noida || Operation Manager || Oct’17 to Till Now**

**Roles & responsibilities:**

* Handle circle team from Pan India for performance report metrics, coordination between vendor and team, budgeting and analysis to identify potential opportunities for improving customer experience.
* Responsible for managing daily logistics operations, implementing and optimizing vehicle capacity utilization and supporting quality standards.
* Handle SAMASUNG project and lead the circle team for maximize the allocation and POD management for reliability for billing cycle and responsible for SPMS Software management.
* Rate negotiation with vendors and resolve vendor issue and manage billing cycle.
* Proactively meet with customer face to face and over the phone to discover their logistics needs and provide products & services recommendations.
* Searching the potential vendor, organizing strategy meetings and allocating responsibility to team.
* Developing & cultivating positive business relationship with company’s supply chain customers and vendors, directing pricing & performance reviews to identify service revenue improvement opportunities.
* Handle Key accounts of the company and resolve client queries or requests for products and services within the given timeline and maximise service satisfaction level.

**Pace Support services, Lucknow || Manager Operations || Dec’13 to Oct’17**

**Roles & responsibilities:**

**Manager Operation || Apr 15 to Till Now**

**Key Account Manager || Dec’ 13 to Mar 15**

* Remarkably, worked for corporate clients like (Reliance communication, TCS, Indian Railways, Parag, Honda, Income Tax Department, Sale Tax Department etc.)
* Handled the supply of the systems (Desktops & Laptops) and Software (Windows, MS Office, Tally) to corporate clients.
* Spearheading the team of 25 staffs and imparting them training and guidance for projects.
* Maintaining cordial relationship between external Agents and Internal Agents.
* Efficiently, maintaining balance sheet for allotted funds to external agents and its utilisation.
* Proactively, resolving the Customer queries within stipulated time on Freshdesk.
* Responsible for the team performance and achieving the maximum outcomes.
* Adhered to operational controls, included legal, corporate, and regulatory procedures to ensure the safety and security of customer.
* Notably, leading the backend team and contributing in the decision making process.
* Participated in corporate tender filling and other documents.
* Maintained relationships with clients to achieve quality product and service norms by resolving their service related critical issues.
* Formulated the work- flow directions and plans for the associates, discussed strategies and customer issues logged with the client in the weekly conference call and issue action items around them.
* Created and sustained a dynamic environment that foster development opportunities and motivated high performance amongst team member.
* Handled all banking/ Finance facility regarding payments and its follow-up.
* Acquire, retain and expend customer relationship.

**HDFC Bank Ltd. Jaipur || Assistant Manager || Jun’13 to Nov 13**

**Roles & responsibilities:**

* Acquire, retain and expend customer relationship.
* Resolve all client queries or requests for products and services within the given timeline.
* Handle the group of High-net worth costumers Portfolio.
* Making Depth customer relationship by partnering with sales specialists in retail lending, Investments and other product areas to ensure an outstanding customer experience.
* Adhere to operational control, including legal, corporate, and regulatory procedures to ensure the safety and security of customer and bank assets.
* Develop strategies to grow the client base and implement appropriate sales plans to portfolio customers.

**Axis Bank Ltd. New Delhi || Officer || Jun’11 to May 13**\*

**Roles & responsibilities:**

* Handle welcome desk counter as well as Teller counter.
* Identify opportunity for cross-sell of financial products and services to existing customers.
* Proactively meet with customer face to face and over the phone to discover their financial needs and provide products & services recommendations.
* Provide a full range of banking services to individual customers, emphasizing personal financial counselling and services.
* Generating the leads from open market as well as referrals from existing customers Participate in branch sales campaigns.

**INTERNSHIP UNDERGONE**

**Organization: Power Finance Corporation, New Delhi**

Project title: Bond Redemption

**Organization: Reliance Communication, Lucknow**

Project title: Study on Channel Partner Management and their Payout rate Fixation

**ACADEMIC**

* MBA (Finance) Institute of Business Management C.S.J.M University, Kanpur (U.P) 2011
* B.B.A Dr. Bhim Rao Ambedkar University Agra (U.P) 2008

**PERSONAL DETAILS**

* Date of Birth: 06-04-1989
* Present address: House No- 1934 Arun Vihar, Sector-37 Noida (201301)
* Languages known: English, Hindi