

NEHA GUPTA

High energy professional successful in achieving business growth objectives within turnaround and rapid changing environment; targeting assignments in Project and Operations Management with an organization of repute



✉ nehagupta363@gmail.com

☎ +91-7018346912



PROFILE SUMMARY

- ❖ **Creative & results-driven leader, with over 8 years of experience in Project, Delivery & Management,** Product Operations and Operations Management
- ❖ **Project Management Expert:** Led the project planning, execution and management in tune with the core business objectives; reviewed functional requirements and translated them into technical specifications
- ❖ Pivotal in improving customer engagement with the product through focused market research and using the resultant analysis to devise the future product roadmap
- ❖ **Experience in monitoring delivery of high-quality customer experience, elevating customer satisfaction, while adhering to the SLAs** and work processes and thus managing cost-effective operations
- ❖ **Leveraged skills in managing project operations with key focus on defining Service Level Agreements (SLA's),** Standard Operating Procedures (SOP's) as well as interacting with prestigious clients, business partners, industry leaders, vendors & other key stakeholders
- ❖ Expertise in managing end-to-end project planning & implementation from scope management to activity sequencing, effort & cost estimation, risk analysis to quality management
- ❖ Champion with a strong focus on quality & governance, and acted a catalyst for change, facilitating continuous process improvements for transformative results and delivering peak-performing teams / improved frameworks
- ❖ Won:
 - **Shooting Star of the Month Award** in June'18
 - **Quarter Champion Award** for 2nd Quarter of the Year
- ❖ Keen customer centric approach with skills in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores



CORE COMPETENCIES



SOFT SKILLS



CAREER TIMELINE



Awards & Recognitions (Across the Career)

- ❖ Received:
 - **Best Branch Award** of the Quarter (Jan-March) in April 2016
 - **Best Feedback as Trainer** in Quarter (July-Sep 2015)
 - **Best 5S Department Award** in 5S competition held among all departments
 - **Top Contributor Award** in Training Content in Quarter (Oct- Dec 2015)
- ❖ Awarded as:
 - Maximum Working Hours Manager (4 Times)
 - Quarter Champion of Q2 in 2013 for outstanding performance in the quarter for best performance in Line Matrix Printers Project



WORK EXPERIENCE

Feb'18-Present with Careers360, Delhi as Project Manager- Operations

Key Result Areas:

- ❖ Administering and managing project operations with focus on implementing policies and procedures
- ❖ Formulating scope, budgets, forecasts & operational plans and implementing cost saving measures while maintaining the profitability; supervising operations for rendering and achieving quality services
- ❖ Holding review meetings to monitor progress of the project as per schedule / budgets, and ensuring timely completion and delivery of the project to the client
- ❖ Analyzing product features; evaluated factors that appeal to customers; provided valuable inputs during the planning, design and development of products
- ❖ Conducting market research on competitors and rival products, submitted detailed reports and analyses on the same
- ❖ Establishing an internal communications strategy in conjunction with senior managers
- ❖ Planning, editing and writing content for a variety of internal communications mediums
- ❖ Formulating organization's internal response to crisis PR situations
- ❖ Suggesting measures to improve existing processes to achieve organizational objectives
- ❖ Managing daily activities, issue resolution and communication across teams to deliver product feature on-time, under-budget, as requested by customer; heading the product engineering and support teams for multiple customers
- ❖ Controlling all aspects of delivery to ensure customer and client satisfaction as well as the retention and expansion of business; administering end-to-end delivery for the project with teams
- ❖ Monitoring the overall functioning of processes; identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
- ❖ Steering efforts in enhancing operational risk and compliance of delivery organization aimed at elevating client satisfaction and service quality; defining service standards & guidelines for excellent service delivery thereby contributing towards growth of the organization

Significant Accomplishments:

- ❖ Successfully managed projects for business development:
 - YouTube Live Project
 - TV Advertisement in NDTV 24*7 (Became the Face of Careers360 in just 8 months of joining)
 - Digital Marketing- SEO
- ❖ Built the team of 30 people through continuous hiring for initiating the Start-up project

Other Projects

Mr AI- It is a chat based product which was handled by me since its inception. The goal is to make alexa based preparation voice based product so that when a student asks any question- AI is able to answer it. After product launch, chat operations is being handled by me completely

Knockout- Content Development Based Project- Procured and developed content from internal and external team based on product requirements.

SEO School Project-Created SEO friendly articles to bring organic traffic (from class 6-12 students) to our website and keep the articles' ranking up.

Youtube Channel- Created 5000+ videos for our youtube channel (in which site was finalized for shoot, all the products like camera, mic were purchased and external team was hired too) so this was end-end development. Currently 15 people report to me and managed maximum 30 people internal and external

Previous Experience

Pratham Education, Delhi

Jun'17-Feb'18

Project Management

Significant Accomplishments:

- ❖ Engaged in taking career competency workshops in Delhi NCR

- ❖ Prepared the content and delivered Time Management & Stress Management workshops and conducted corporate seminars for the same also
- ❖ Managed Content development for SAT and GMAT products for Maths, GK and English, led a team of 9 people and took English classes
- ❖ Conducted workshops in 300+ schools in Delhi NCR for career counselling of students and parents

Bulls Eye, Chandigarh

May'15-Jun'17

Project Manager-Business Development

Significant Accomplishments:

- ❖ Supervised end-to-end project development while coordinating with internal resources and vendors
- ❖ Achieved the target of 1.2 crores through sales and marketing within 2 years
- ❖ Organized CMA (Chandigarh Management Association) Event and became the representative of the company who delivered well-applauded speech
- ❖ Completed the target twice consecutively for 2 years for above 1+ crore for sales
- ❖ Managed a team of 2 counselors, 3 marketing people and 5-8 faculties in order to manage a center
- ❖ Taught English for every competitive exams like CAT, SAT, GRE,GMAT. Bank jobs etc and created 500+ videos for content development standalone for English

Trinity, Chandigarh

Aug'14-May'15

Project Management

WeP Mysore and Baddi Plants

Aug'11- July'14

Project Management

Project Management-LMP (Line Matrix Printers) project was taken care from end to end starting from procurement, production, testing to customer service and feedback

EDUCATION



B.Tech. (Electronics and Communication) from Himachal Pradesh University, Baddi

IT Skills

- ❖ MS Office, MS Word and MS PPT
- ❖ JIRA and SLACK Working Methodology

Certification

- ❖ Certified as ISO Internal Auditor for QMS and EMS in Jan 2014

PERSONAL DETAILS

Date of Birth: 29th September 1989

Languages Known: English and Hindi

Address: Sector-31, Gurugram