

Rajkumar Jha

Mob: - 9534240003

Email: - Rajkumar.jha@hotmail.com

BRIEF OVERVIEW :-

- Extensive Experience in **Operation Management, Project Management, Human Resource, Strategy and Administration, Warehouse Management, Field Management.**
- Expertise in Working in Fast-Paced, high-tech environments with skill in **Manpower Planning, Business Operations, Back End Processes, Process Management, Team Management, Customer Service, Internal Audits, Warehouse Management, Project Leader, MIS Reporting, Data Annalists, Data Digitization, Scanning Processes, Field Operations, Client Handling .**

CORE PROFESSIONAL COMPETENCIES:-

- ⇒ 13+ years Hard core Experience in Admin, Operation Management, Project Management
- ⇒ Manage 44 Office and 1800+ employee of 2 Circle
- ⇒ Accountable for taking steps to ramp up process if necessary.
- ⇒ Identifying areas of obstruction / breakdowns and taking steps to rectify the equipment's through application of trouble shooting tools.
- ⇒ Coordinating entire back office operation related functions with respect to Billing & other transaction functions.
- ⇒ Undertaking responsibilities of removing unnecessary procedures in process for efficient function.
- ⇒ Ensuring uniformity in the process of understanding at the client's and the organization's end.
- ⇒ Preparing & compiling various weekly / monthly MIS reports pertaining to process and productivity.
- ⇒ Taking initiatives through various programs that the team members to all the policies and procedures.
- ⇒ Identifying improvement areas & implementing measures to attain customer satisfaction levels.
- ⇒ Ensuring continuous interaction with the Clients to make sure that area of concern can be worked upon for improved service levels.
- ⇒ Managing Team functions viz. manpower planning, etc.
- ⇒ Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
- ⇒ Coordinating and ensuring meetings/ feedback sessions happen on a regular & consistent manner, skill based & refresher trainings happen regularly

PROJECT HANDLED-

- ⇒ Vodafone Operation- **Delhi NCR**
- ⇒ Vodafone Operation- **Bihar & Jharkhand**
- ⇒ Vodafone Operation - **Haryana**
- ⇒ MTS India- **Delhi NCR**
- ⇒ Indian Youth Congress Digitization of Physical Data - **Pan India**
- ⇒ National Students' Union of India Digitization of Physical Data - **Pan India**
- ⇒ Matrix Cellular Service Ltd Digitization of Physical Data – **Delhi NCR**
- ⇒ Indian Islamic Culture Centre Digitization of Physical Data – **Delhi NCR**
- ⇒ Indian Post office Digitization of Physical Data - **Pan India**
- ⇒ PayTM KYC Collection – **Delhi NCR**
- ⇒ VISPL Data Digitization & Warehousing- **Gujarat**
- ⇒ Torrent Power Limited Digitization of Physical Data- **Gujarat**
- ⇒ Customer Re-verification – **Bihar & Jharkhand**

WORKING EXPERIENCE:-

ASSIST. MANAGER OPERATION FROM NOV'18 – TILL AT CARS24 SERVICE PVT. LTD

- ⇒ Managing Overall Backend Process
- ⇒ Handling all running of Day to Day Operation
- ⇒ Polices Implementations
- ⇒ Process Improvements
- ⇒ Process Atomization
- ⇒ Maintaining TAT
- ⇒ Handling Pan India Operation Interstate Docs
- ⇒ Handling Warehouse, Sale Latter & Delivery Kit Dispatched Process
- ⇒ Warehouse & Manpower Management
- ⇒ Extracting MIS report, analysing the same and providing inputs for management evaluation and future requirement & planning
- ⇒ Generate Weekly/Monthly/Quarterly/Yearly wise employee Performance report.

PRODUCTION MANAGER FROM OCT'17 – JUNE'18 AT MIFA PRODUCTIONS

- ⇒ Managing Overall Management
- ⇒ Handling all running of Day to Day Operation
- ⇒ Handling all Production Work
- ⇒ Manpower Management & Client Handling
- ⇒ Field Management

PROJECT MANAGER OPERATION FROM MAY'14 – OCT'17 AT SOFTAGE INFORMATION TECHNOLOGY LTD

- ⇒ Handling a backend & Field Operation Team, 13 + Project & Working a team of 500+ in my supervision. Ensuring quality check & completion of all activities within specified period time.
- ⇒ Were handled operations from 13+ Project in entire Delhi NCR.
- ⇒ Managing the big warehouses of all Projects
- ⇒ Supervising document processing of all Project.
- ⇒ Document scanning of all Project.
- ⇒ Vendors Management.
- ⇒ Polices Implementations.
- ⇒ Process Improvements.
- ⇒ Process Atomization.
- ⇒ Internal Audits.
- ⇒ Compliance Managements.
- ⇒ Process Adherence.
- ⇒ SOW/SLA Managements.
- ⇒ Clients query & resolutions of Complaints.
- ⇒ Managing manpower deployment.
- ⇒ Maintaining TAT.
- ⇒ Extracting MIS report, analysing the same and providing inputs for management evaluation and future requirement & planning.
- ⇒ Handling other activities like sorting out billing related queries & complaints of Clients.

CIRCLE HEAD OPERATION FROM APR'12 – APR'14 AT SOFTAGE INFORMATION TECHNOLOGY LTD

- ⇒ Handling a backend Team, operations from 44 Spoke offices in entire Bihar & Jharkhand State.
- ⇒ Managing the Operations of 1 big warehouse for Vodafone.

- ⇒ Handling a backend office Team, Spoke Heads of 44 Spoke offices & Working a big team of 1800+ on role (Postpaid as well as PrePaid & other Projects) in my supervision. Ensuring quality check & completion of all activities within specified period time.
- ⇒ Supervising document processing of CAF/CIF.
- ⇒ Document scanning of CAF/CIF.
- ⇒ Re-verification of active Customers.
- ⇒ Warehousing of CAF/CIF.
- ⇒ Polices Implementations.
- ⇒ Process Improvements.
- ⇒ Process Atomization.
- ⇒ Revamping of External Audit compliances.
- ⇒ Clients query & resolutions of Complaints.
- ⇒ Managing manpower deployment.
- ⇒ Maintaining TAT.
- ⇒ Ensuring regulatory adherence for VTM (DOT) requirements.
- ⇒ Extracting MIS report, analysing the same and providing inputs for management evaluation and future requirement & planning.
- ⇒ Handling other activities like sorting out billing related queries & complaints of Clients.
- ⇒ Coordinating with branches/Spokes for day-to-day operations & its TAT.
- ⇒ Coordinating with Cs & activation lead for Day to day Operations, billing related problems & its resolutions.

OPERATION MANAGER FROM APR'10 – MAR'12 AT SOFTAGE INFORMATION TECHNOLOGY LTD

- ⇒ Managing 3 Office in State of Bihar & Jharkhand
- ⇒ Handling a backend office & Field Operation Team & Working a team of 500 + on role (Postpaid as well as Prepaid & other Projects) in my supervision. Ensuring quality check & completion of all activities within specified period time.
- ⇒ Re-verification of active Customers.
- ⇒ Supervising document processing of CAF/CIF.
- ⇒ Document scanning of CAF/CIF.
- ⇒ Warehousing of CAF/CIF.
- ⇒ Developed & Implemented operation systems
- ⇒ Improved Productivity and streamlining work Procedures
- ⇒ Respond to Vodafone Nodal officer on Nodal query/Court cases.
- ⇒ Resolution on daily Client calls & Queries.
- ⇒ Publishing TAT reports on FTD/MTD/YTD.
- ⇒ Consoling of daily pickup data of Field.
- ⇒ Preparing various MIS of daily collection data & activation.
- ⇒ Resolutions of problems of Runners/field executive.

SENIOR EXECUTIVE FROM NOV'05 – MAR'10 AT SOFTAGE INFORMATION TECHNOLOGY LTD

- ⇒ Audits of Customers application forms.
- ⇒ Preparing of MIS
- ⇒ Maintaining reports of accept/ rejections.
- ⇒ Emailing audits reports to client on daily basis.
- ⇒ Publish a report on daily collection of field.

ACADEMIC CREDENTIALS

- ⇒ B.Com From Lalit Narayan Mithila University Passed Out in 2008
- ⇒ 12th from Bihar Intermediate Education Council- Patna Passed out in 2003
- ⇒ 10th from Bihar School Examination Board- Patna Passed out in 2001

PERSONAL DETAILS

Date of Birth : 03rd Feb, 1987

Permanent Address : E-106E, Lower Ground Floor, Jawahar Park, Khanpur New
Delhi-110062

Place: New Delhi

Date :