

**Radhika Mittal Garg**

**Mobile:** +91-9711513779

**E-Mail:** radhikamittal85@yahoo.in

 8 years’ experience I ITG Telematics (P) Ltd.IProcess & Operations Manager

**Educational Qualification**

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| **Degree** | **Specialization** | **Institute** | **Year** | **Percentage** |
| MBA | HR & Finance | Hindustan College of Science & Technology, Mathura | 2011 | 67.72% |
| BA | English, Economics, Political science | Gochar Maha Vidhayalaya, Rampur  | 2009 | 61.68% |
| Senior Secondary | Arts | DAV Public school, Saharanpur | 2006 | 80% |
| Secondary | General | DAV Public school, Saharanpur | 2004 | 50.2% |

**Skills- Technical/ Managerial**

 **Technical skills** - Powerpoint, Pivot tables, MIS, Excel, MS word, Tally, Payroll, V-lookups

**Managerial skills** – After sales service and support, Team Lead, Customer Relationship Management, Procurement & Vendor Management, Software structuring, Training & Development, Attrition Management, Escalation management,Scheduling & delegation of Administrative tasks, Operations Management, Task & Performance management.

**Professional Experience**

**ITG Telematics (P) Ltd. 2011-2019**

 **Process & Operations Manager Feb’17- June‘19**

* Responsible for software structuring to ensure smooth running of operation activities & to control cost, time and manpower
* Data collection and analysis to find our area of improvement, product quality and performance
* Performance evaluation of team to ensure customer satisfaction.
* Weekly Reviews to the Management on key deliverables.
* Handling Escalations
* Task Management
* Problem solving of Team , branches and Clients
* Synchronization between different departments and branches at operational level.
* Training and Development.
* HR activities to maintain and regulate Selection, Absentees, Travel Allowance, Extra working days.

 **Branch Manager (Operation) Apr‘15 – Jan’17**

* Business development
* Organize, plan & supervise inventory movement.
* Monitor team performance
* Motivate team members to achieve targets in terms of sales & collections
* Training & Development
* Evaluation of branch performance

 **Service & Support Manager (Operation) Feb ‘11 – Mar’15**

* Relationship Building
* Coordinating with the client on process related issues and updates
* Ensuring turnaround within the stipulated time and making them faster by improving the processes.
* Managing daily performance to ensure that all Associates and Team Leads are meeting SLAs.
* Meeting/exceeding service and quality levels as assigned by Management/Client.
* Identify and participate in training / developmental programs
* Knowledge management for the team and quality control

**Professional Achievements**

* Able to stand on company expectations for stable branch development at Mumbai, Ahmedabad.
* Able to develop ERP for internal clients to synch, monitor and control operational activities of different departments and branches to manage time and tasks online.
* Able to deliver No. of projects in Artificial Intelligence like GPS system (online fleet management solutions) to manage time, cost, revenue & business activities.
* Development and implementation of mobile Application for Field Executive to track their real Location, Reporting time at site, assigned task status.

**Personal Details**

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* Date of Birth : 14th September’1989
* Marital Status : Married
* Husband Name : Mr. Harshit Garg
* Mailing Address : C3 / 10, 1st floor , Yamuna Vihar , New Delhi-53

**Date:**

**Place:** **(Radhika Mittal Garg)**