**Dhrubajyoti Choudhury**

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**Objective**

Aspiring for challenging assignment in an organization to leverage my experience and skills for organizational growth and help me reach higher echelons

**Summary**

Process-oriented operations manager of a multimillion-dollar eCommerce operations and top-performing team with 11+ years in operations management with top MNC's; Immediate joinee

**Specialities**

* Operations management
* Team handling
* Digital marketing & sales
* Vendor management
* Category management
* Data analytics and interpretation
* Multi-tasking ability & result oriented approach
* Accruing new business
* Excellent communication skills
* Negotiating & problem-solving skills
* Strategic planning & implementation
* German language (C1 level)

**Career Accomplishments**

**Self Employed, Guwahati, India (Aug’18 till date)**

**Social Media Freelancer (EU & US clients)**

* Working as a freelancer in social media domain of various US and EU clients in terms of providing strategic consultancy services to expand their eCommerce Business globally.
* Sharing the Best Practices with my clients in terms of market capture through the usage of various technologies.
* Advising my clients with social media management and marketing strategy from the summary of a Market research report

**Nearr, Guwahati, India (Mar’18 – till date)**

**Ops Manager (e-Commerce Start Up)**

* Responsible for leading a team of 30-member and for the delivery and meeting of overall operational goals
* Working closely with digital marketing and sales team for higher levels of engagement of customers through various campaign management and media analytics
* Identifying and managing organizational changes needed in CMS tool to meet e-Commerce goals by creating brand awareness through various e-Commerce sites and associated marketing tools
* Timely coaching to Account Managers and TL’s as how to handle critical people issues
* Having an extra eye on budget and operation cost issues at all times
* Managing the order fulfilment process and selection wide range of products for various categories of the website
* Keeping an eye on optimization of current business processes in order to make it more efficient and effective
* Coordinating with the Development team in terms of technical issues via JIRA tool and implementation of new features in the website

**Amazon, Hyderabad, India (Apr’16 – Mar’18)**

**FinOps Manager**

* Headed a team of 50 members of Vendor Maintenance team for multiple processes of Amazon including employee training, appraisal and development
* Manage day to day people issues and provide first level of people leadership and guidance
* Managing group workload and establishing priorities; ensuring existing policies and procedures are followed
* Doing data mining and data analytics with the help of Oracle Business Intelligence (BI) tool
* Presenting charts, pivot tables to the higher Management to understand the volume inflow and forecasting
* Negotiations with multiple Vendors for the pricing of various products under Amazon
* Managing a high-level customer relationship with multiple vendors of Amazon with best possible service experience
* Work closely with Ad. Operations team for different locations for strategic planning of digital marketing

**Achievements:**

* + **Received a Pinnacle award in Q4, 2016 for meeting all the S-Team Goals of my team**

**Innodata Inc., Noida, India (Jan’14 – Apr’15)**

**Group Manager**

* Involved in Project planning, scheduling and monitoring
* Responsible for leading a team of 30 members for various projects as well as for their appraisal and mentoring
* Managed the project budgets including billing
* Contributed in developing and improving the Composition Business strategies in order to maximize revenue
* Evaluated current business processes and recommend improvements
* Did a successful transition of e-Publishing process from Cologne, Germany to India
* Contributed in the Service Level Agreement with the clients
* As single point contact, daily interacted with the clients and the global stakeholders
* Responsible for maintaining the quality and productivity of the team

**Deutsche Bank, Bangalore, India (May’10 – Nov’13)**

**Process Supervisor**

* Managed a team of 8 members with the daily volumes of global payments of Deutsche Bank AG along with a timely and correct processing of payments
* Successfully completed the end-to-end transition of a cross-border check project from Frankfurt, Germany to India
* Delegating responsibilities to the payments team and ensure that the appropriate staff motivation levels are maintained
* Responsible for process measurement & improvements
* Regular communication with external stakeholders through phone and email
* Created plans and models for the new projects related to the Cheque domain as per Client demands
* Contributed in developing and maintaining Client’s service level agreement and KPI target

**Achievements:**

* + **Team of the Quarter 1 in 2013 for outstanding performance by processing 20000 volumes for Q1 with 100% accuracy and developing a new Cheque request model for the Deutsche Bank customers**

**America Online (AOL), Bangalore, India (Dec’07 – Jun’09)**

**German Producer**

* Headed a team of 4 members for Shopping, Travel and Games portal of AOL Germany
* Involved in creation, editing and maintenance of all German contents with the help of CMS Tools like Word Press and supporting online campaigns for the AOL.de Banner Ads
* Ensured that the SLA requirements were met with respect to the quality of deliverables and timeliness
* Developed an online marketing strategy for the clients and maintained a healthy relationship with websites to obtain quality links
* Achieved the expected level of customer satisfaction scores for the various clients of AOL
* Established an effective presence on various social media sites
* Tracking and measuring of online activities and marketing campaigns using various tracking Tools like Omniture – Site Catalyst, Google Analytics, Google AdWords, SEM etc.
* Mentoring the new joinee

**Achievements:**

* + **SPOC (Single point of contact) for the Shopping, Travel and Games portal Team of AOL India**
	+ **Initiated the idea of bringing more unique visitors to the AOL Website through usage of Flash Galleries**
	+ **Active member of the CSR Team and other fun clubs**

**Symphony Services Pvt. Ltd., Bangalore, India (Aug’06 – May’07)**

**Consultant**

* Contributed to market research team by preparing various reports for Nielsen client of Symphony Services
* Responsible for analyzing the current trends of various sectors of the German Retail Market
* Regular interaction with the German clients for the category knowledge of different FMCG products
* Analyzing the traffic of the Symphony Website through Omniture tools

**Hewlett Packard, Bangalore, India (Nov’04 – Aug’06)**

**Associate**

* Worked as a German Language Specialist for the Value Processing Order Management (VPOM) team in the Supply Chain Management group of Hewlett Packard
* Handled the work of translating the technical documents from German to English and vice versa and processing the order entry requests in SAP
* Performed quality check on the work done by the other team members so that the original meaning of the text is not lost and ensuring that the contents are correctly translated
* Actively involved in organizing various training sessions for new recruits pertaining to translation and process related work
* Acted as a backup for the TL and performed activities such as metrics calculation, daily report generation, work allocation etc.
* Prepared FMEA (Failure Mode Effects Analysis) for the order processing

**Achievements:**

* + **Recipient of 2 Client appreciation awards in March 2005 for consistent and good performance in spite of high volumes of work**
	+ **Achieved an E-Award for single-handedly managing the queue of work orders during Business Continuity Plan**
	+ **Entrusted as with a responsibility of acting as a SPOC (Single point of contact) for the Team and contacting Front End in case of emergency**

**Educational Qualifications:**

* **Post Graduate Certificate in Business Management** from **XLRI Jamshedpur**, India in 2014
* **B.A. (Hons.)** in **German Language** from **Jawaharlal Nehru University**, New Delhi, India in 2004

**Computer Skills:**

* MS office skills: MS Project, Word, Excel & Power Point (Strong), Outlook MS Visio, Sharepoint
* Digital marketing: Adobe - Site Catalyst, SEO (Google Trends, Google Ad Words, Google Analytics)
* Finance: Account Payable/Accounts Receivable/ Payment Processing/ Fund Transfer /

SWIFT/ Cash Operations

* Technical: Oracle Business Intelligence, Adobe InDesign, Photoshop, Illustrator, Kaizen etc

**Personal Details:**

* Date of birth: 5th May, 1982
* Languages known: English / German / Hindi / Assamese / Bengali
* Passport status: Holding a valid passport
* Marital status: Single
* Permanent address: H# 5, Rashraj Bye Lane, Basisthapur Lane no. 2, Wireless, Guwahati-28, Assam, India
* Hobbies: Technology, photography, listening to music, gardening, travelling, wildlife,

Environmental sector etc.