**Rohit Kajal**

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**Asst. Operations Manager**

To Obtain a Challenging Position with an Organization where I can utilize my Management , Technical & Onboarding skills ,Project & Operations Management Skills that will benefit in Volume , Growth , brand and profits and to be an Asset to the Organization . Manage overall operations and is responsible for the effective and successful management of Team, Productivity And quality control.

**PROFILE SUMMARY**

7+ Years’ of Experience in Team Management, Web Based and Windows Based applications, Customer Support at Client site , Areas of Expertise :-

**- Strategic Planning - Quality Assurance - Team Management**

**- Reports - Documentation - Customer** **Satisfaction**

**PROFESSIONAL EXPERIENCE**

**Company** : App2mobile India Pvt. Ltd.

**Duration** :Aug 2015 to Till Date

**Designation** : **Asst. Operations Manager**

**JOB RESPONSIBILITIES**

* Good working Experince of End to End Onboarding process.
* Providing evidence and reports of Client to senior managers on a weekly basis
* Identifying business risks and opportunities through the analysis of information and results.
* Taking full responsibility for the day to day running of all operational areas.
* Negotiating contracts, ensuring that they balance value and risk
* Creating, managing and analysing performance data and other information.
* Establish and implement departmental policies, goals, objectives, and procedures.
* Producing Operations manuals which define how the business is to be run.
* Good understanding & knowledge of Web development industry[Open Source Technology] / TELECOM / IT services.
* Writing up reports, presentations and also minutes of meetings.
* Working closely with the Product Manager, IT Manager & HR department.
* Conducting annual performance reviews of all staff.
* An work within an ambiguous and fast-moving environment.
* Willing to work rotating shifts, weekends, and holidays.
* Exceptional problem solving skills.
* Ensuring that production output and on time delivery targets are consistently achieved.
* Organising and conducting regular staff meetings.
* Always trying to achieve the highest level of customer satisfaction.

**KEY** **SKILLS AND COMPETENCIES :**

**Management Skills**

* Proven ability to lead, motivate and build successful teams.
* Understand all legal, regulatory, information security and compliance requirements.
* Proven influencer & negotiator.
* Achieving targets in a dynamic and complex business environment.
* Team leading & people development skills
* Able to manage and develop a diverse group of highly skilled people.
* Good understanding of software development processes and tools.
* Working Knowledge of Agile and waterfall methodology.

**Techincal Skills**

* Website testing , Mobile testing , Backend Testing , Online ordering Testing And Etc
* Ios and Android App Uploading Experience.
* SEO Experience.

**PREVIOUS EXPERIENCE**

* **Company** : **Bharti Airtel Pvt Ltd**
* **Duration** : Mar 2013 to July 2015
* **Designation** : **Technical Co-ordinator(Delhi-NCR)**
* **Company** : **Wipro Pvt Ltd .**
* **Duration** : July 2011 to Feb 2013
* **Designation**  : **Sr. Testing Engineer**

**TECHNICAL QUALIFICATION:**

**B. Tech.** In **Electronics & Communication** From **R.T.U,KOTA** **( 2011 ).**

**MBA** In **Information Technology** From **Sikkim Manipal University ( 2014 ).**

**PERSONAL DATA:**

**Date of Birth** : 28-08-1988

**Nationality** : Indian

**Gender** : Male

**Language** : English, Hindi

**Marital Status** : Married

**Hobbies** :Playing Chess, Net surfing.

**Strengths** :Ability to do work under pressure, Result Orientated

I hereby declare that particulars given here in are true and complete to the best of my knowledge and belief.

**Date :**

**Place : Delhi ( ROHIT KAJAL )**