

Venkata Jayanth Kumar Sura
MBA – BUSINESS OPERATIONS MANAGEMENT
SIX SIGMA – BLACK BELT

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Job Objective

- **To be an inspiring, result oriented leader, capable and challenging to drive the organization to be market leaders in the industry.**
- **Driving organization through data driven decision by utilizing my Lean Six Sigma expertise.**
- **To identify new Opportunities to enhance company Operation & Business practices, boost Company revenue and profit by innovative management and cost control techniques.**
- **Develop and promote innovative solutions.**
- **To be successful in building and motivating dynamic teams.**

Professional Synopsis

Over 18 years of experience including 15 years in the area of Business Operations management, Process Management, Complaint Management, Retention and Client Servicing in various platforms.

Lastly designated as General Manager with Star World group of companies. My 18 years of professional journey has helped me to be proficient in managing & leading teams (including sales teams), building new business processes and developing most economical business models.

As a General Manager, I was responsible for the overall growth & stability of the organization which includes.

Developing effective operational processes and controls

Designing Sales & marketing process, controls and incentive schemes

Credit policy (for healthy cash flow)

Effective employee training & development process

Business expansion plans etc.

In my professional journey, I was fortunate to work with many leaders that has made me as a thorough professional with a proactive attitude, capable of thinking in and out of the box, generating new design solutions and ideas. My association with great leaders has fine-tuned many of my inbuilt skills mentioned below.

Possess excellent interpersonal and communication skills.

New Process building and reengineering existing process skills.

Excellent reports designing skills and data interpretation skills.

organizational skills with proven abilities in team management.

customer relationship management.

Professional Experience

✓ Nov 19 - Nov 20	Star World group	General Manager
✓ May 19 - Oct 19	Al Fateh Gas	Senior Manager operations
✓ Sep'10 - Apr 19	Bahrain Gas WLL	Sales and operations Manager
✓ Dec '09 - June'10	Mphasis an HP company	Asst Manager operations
✓ Nov'07 - Nov'09	Mphasis an HP company	Unit Manager operations
✓ May'05 - Oct '07	Mphasis an HP company	Business coach operations
✓ Apr '04 - May'05	Mphasis an HP company	Process associate

Areas of Expertise

- Lean six sigma concepts
- Sales & Operations Management
- I am a quick learner with technical aptitude.
- Excellent knowledge on Microsoft Excel.
- **Flexible for different domains (worked in Insurance, technical assistance, telecom, retail domains).**
- Process Transition / Enhancement
- End to End Customer Service
- Quality Management
- Team Management
- Training & Development

JOB Specifications

Nov2019 – Nov 2020

Worked as General Manager – Star World group - (Dealing with wholesale & Retail mobile accessories, IT hardware, CCTV peripherals & garments)

- **Developing effective operational processes and controls.**
- **Designing Sales & marketing process, controls and incentive schemes.**
- **Creating customer retention strategies.**
- **Designing inventory management plans and controls.**
- **Credit policy (for healthy cash flow).**
- **Developing & executing effective employee career progression, training & development process.**
- **Brainstorming Business expansion plans etc.**
- **Developing and maintaining business scorecards.**

May 2019 – Oct2019

Senior Manager Operation - Al Fathe Gas WLL - (Dealing with LPG bottling and distribution, Retail Air conditions sales, real estate).

Responsibilities:

- **Creating and executing appropriate service & retention strategies for customers by designing effective processes for auditing and training for front line staff and supervisors.**
- **Designing & operating control plan for the business operations which includes**
 - **Inventory control**
 - **Cash flow control**
 - **Internal process metrics (distribution per car, revenue per area etc).**
- **Designing process maps for all the business operations**
- **Designing effective distribution route plan for optimizing LPG distribution.**

Sep'10 – Apr 2019

Sales & operations Manager with Bahrain Gas WLL (A market leading LPG bottling and distribution organization).

Responsibilities:

- Strategic planning and implementation to optimize the distribution.
- Independently handle, assist the team to determine problems and provide resolutions to any customer care issues & service problems, coordinate escalations (team size of 120 employees)
- Motivating associates & distribution staff through effective management, career development.
- Designing and implementation of reporting mechanism and generating management level reports for performance interpretation.
- Liaison with other areas of the organization to ensure a seamless teamwork.
- Create appropriate service & retention strategies for customers by designing effective processes for auditing and training for front line staff and supervisors.
- Analysis of reports including process dashboards & team performance reports & initiating appropriate action plans;
- Developing sophisticated processes for day-to-day operations like Manage attendance, Managing periodic shift level projects/initiatives & responsible for the administrative aspects of the group/shift & agent Appraisal & monthly incentives

Dec 09 – June'10

Worked as Asst Manager – Operations with Mphasis an HP company, (dealt with BPO support for India's leading telecommunication organization).

Nov 2007 – Nov 2009.

Worked as unit manager – Operations in Mphasis an HP company. Dealt with a voice customer support for a leading UK insurance company, chat and email support for HP (US customers) and voice support for an US leading bank.

