

KAVNEET SINGH CHOUDHARY

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PROFESSIONAL SUMMARY

Dynamic and results-driven **Operations & Project Manager** with over 14 years of experience across the **automobile, logistics, and corporate sectors**. Proven expertise in **process auditing, team leadership, CRM/dialer implementation, and MIS reporting**. Adept at optimizing operations, leading cross-functional teams, and executing high-impact projects aligned with business goals.

KEY SKILLS & EXPERTISE

- Operations & Service Management
 - Project Lifecycle Execution
 - Auditing & Process Improvement
 - CRM & ERP Implementation
 - Customer Experience Management (CX)
 - MIS & Data Analysis
 - Budgeting & Vendor Negotiation
 - Team Building & Leadership
 - Digital & Social Media Strategy
 - SLA, KPI & Compliance Tracking
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PROFESSIONAL EXPERIENCE

Operations Manager & Internal Auditor

Excel Autovista - Maruti Suzuki (Consumer Service Sales), Navi Mumbai

Apr 2024 – Present

- Managing showroom teams (RMs and SMs) across Maharashtra, including Mumbai, Navi Mumbai, and Pune.
- Auditing showroom operations and plugging process gaps for higher performance.
- Leading sales conversion initiatives by collaborating with GMs and SMs on enquiry-to-sale effectiveness.
- Delivering training on systems/processes to improve outcomes and compliance.
- Overseeing a 70-member call center team to ensure high-quality customer experience.
- Collaborating with the marketing team to execute strategies that enhance brand reach.
- Reporting key metrics and business insights to senior management.
- Implementing cost-saving and quality enhancement strategies across departments.

Operations Manager & MIS Manager

Wasan Toyota - Consumer Service, Navi Mumbai

Jul 2020 – Dec 2023

- Managed customer service operations with focus on efficiency and service quality.
- Automated workflows, developed SOPs, and implemented process audits.
- Delivered performance dashboards and improvement reports to top leadership.
- Increased social media-driven customer engagement by 60%.
- Handled vendor negotiations and transport logistics to optimize cost and delivery.
- Enforced SLAs, monitored KPIs, and maintained high customer satisfaction.

Finance Supervisor – Audit & Controls

Five Palm Jumeirah Resort, Dubai, UAE

Mar 2019 – Jun 2019

- Audited POS systems, reconciled transactions, and ensured accuracy of financial data.
- Strengthened internal controls and ensured policy compliance.

Claims Specialist – Reinsurance

Willis Towers Watson, Mumbai

Jun 2015 – Jun 2018

- Handled end-to-end UK/US marine & non-marine reinsurance claims.
- Built MIS dashboards for billing and claims reporting.
- Managed escalations and collaborated with stakeholders to ensure timely resolution.

Team Lead – North America Mortgage Portfolio

Tata Consultancy Services (TCS), Mumbai

Jun 2012 – Jun 2015

- Managed a 30-member team handling U.S. mortgage collection and bankruptcy accounts.
- Conducted internal audits and collaborated with attorneys.
- Prepared KPIs and strategic reports to reduce portfolio risk.

PROJECT HIGHLIGHTS

- **CRM & Dialer Implementation** – Spearheaded CRM system deployment at Maruti Suzuki Excell Autovista & Wasan Toyota, improving lead tracking and conversion.
 - **Claims Billing Dashboard** – Developed and implemented reporting dashboards at Willis Towers Watson for greater data visibility.
 - **HR Benefits Automation Project** – Delivered a 9-month transformation project to streamline operations at Willis Towers Watson.
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EDUCATION & CERTIFICATIONS

- **PGDM (Executive MBA), Finance** – GNIMS, Mumbai (2017–2019)
 - **Bachelor of Commerce (B.Com)** – University of Mumbai (2006–2009)
 - **Lean Six Sigma – Green & Black Belt** – Henry Harvin (2024)
 - **Asana Project Management Certification** – Online (2024)
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PREFERRED JOB ROLES

Operations Manager | Project Manager | Process Auditor | Customer Service Head | MIS / Reporting Lead

PREFERRED LOCATIONS

📍 Mumbai | 📍 Navi Mumbai | 📍 Pune