



NAVDEEP SINGH

MANAGER OPERATIONS

CAREER OBJECTIVE

To become a professional in dynamic organisation and hereby enhance career prospects in coming future and prove my potentials. I am Proactive professional with a strong background in driving process improvement initiatives, developing and motivating teams, and increasing customer satisfaction. Adept at identifying and eliminating inefficiencies, reducing costs, and improving operational performance. Able to quickly analyse and adapt to changing business condition.

CONTACT

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WORK EXPERIENCE

Dec-2024 – Till Now

Manager Operations

Five Crest Pvt. Ltd. (A Leading Financial Advisor Company of US for Trucks, Trailers and Heavy equipment's)

- Managing day-to-day operations, Monitor departmental KPIs and ensure alignments with organizational goals.
- Identify inefficiencies and implement process improvements.
- Ensure the smooth functioning of office infrastructure and utilities.
- Manage payroll coordination, attendance, and leave management systems.
- Handle employee grievances, disciplinary actions, and conflict resolution.

July 2015 - July 2023

Operations Manager (Service)

Jaycee Motors Pvt. Ltd., (Auth Dealer of Maruti Suzuki India Ltd.(MSIL)).

- Improve customer service experience, create engaged customers, and facilitate organic growth & Analyse statistics and compile accurate reports.
- Take ownership of customer's issues and follow problems through to resolution.
- Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment.
- Keep ahead of industry's developments and apply best practices to areas of improvement.
- Maintain an orderly workflow according to priorities.
- Managed the daily operations of multiple departments to maximize efficiency.

March 2012 - July 2015

Regional Manager

Kim Future Vision Services Ltd. (An NBFC Company)

- To take care of the B. Admin and Operations of Bihar, Chhattisgarh & WB
- Suggest new ideas/plans which helps our branches to achieve the fin. growth.
- Advise and motivate the field staff toward the business development.
- Upload the new circulars/updates to all teams and provide the training accordingly.
- Adherence to company policies and procedures.

November 2009 - February 2012

Sr. Team Leader (Operations)

Kochar Infotech (BPO)

- Conducting daily team briefing, providing one to one performance feedback.
- Managing day-to-day operations.
- Conducting appraisal for team members, grooming them for the next level.
- Generating different type of reports on daily, weekly, monthly basis.
- Taking care of Service Level and other parameters assigned by client.
- Analyse the monthly Score Card and reviewing performance of the team.
- Part of recruitment team (Taking interviews of walk in TSE) for operation..

SKILLS

Academic

- Turbo-c, C++.
- Operating Systems: MS DOS, Windows -95, 98, Me, XP, 10.
- Applications & Software: Basics, Dbase, Lotus123, WordStar, FORTRAN, COBOL, FoxPro. MS Word, MS Excel, Power BI

Professional

- Client Management.
 - Time Management.
 - Systems Implementations.
 - Policy and Procedure Implementation.
 - Team/Staff Management.
- Quick Learner

March 2006 - October 2009

Team Leader - CRM Operations

Reliance BPO Pvt. Ltd (A Unit of ADA Group (Anil Dhirubai Ambani))

- Managing day-to-day operations by achieving Average Handling Time of calls, Quality, Schedule Adherence and Customer-Satisfaction (CSAT)
- Share updates with the team and conduct need based coaching & feedback sessions.
- Generating different type of reports on daily, weekly, monthly basis
- Also handle various projects as per requirements for improvement of circle Performance.

November 1998 – January-2006

EDP In-charge

Jaycee Motors, (Auth. Dealer of Maruti Udyog Ltd (MUL))

- Looking after various computer related activities for Amritsar Showroom.
- Computerised Sales Billing, track record of sales enquiries as required by Client (Maruti Suzuki)
- Supervision for operations of computer systems based on LAN, and staff members of EDP.
- Working on Internet and using e-mails.
- Handling all e-correspondence and returns of dealership.

November 1995 - February 2006

Assistant Manager

Burger King (A Leading Fast Food Chain)

- Worked with Burger King (Shiva Foods) a leading fast food joint of Amritsar (Punjab-India) for Three years 1995-98.
- Worked with Burger King (Shiva Foods) a leading fast food joint of Amritsar (Punjab-India) for 16 Months. (Nov-2004 to Feb-2006).
- Computerised billing and maintain the cash.
- Manage the Operation of Restaurant with Team of 42 Team Members.
- Helped oversee the daily operations of the store, managing staff and inventory.
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EDUCATION

March 2005

- B.Sc. In Economics (Guru Nanak Dev University, Amritsar)
- Diploma in Computer Science (Star Computers)

SIGNATURE

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