

GIRISH CHANDRA

OPERATIONS MANAGEMENT | DATA ANALYSIS

Futuristic & Forward Looking Professional with a corporate bend of mind & track record of striving in uncertainty, curiosity & challenges; targeting to express potential in **Operations Management & Excellence** with an esteemed organization



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CORE COMPETENCIES

Data Analysis / Management

Operations Excellence

Business Process Re-engineering

Budgeting & Planning

Cross-functional Coordination

Strategic Operations Mgmt.

Resource Optimization

Project Management

Performance Management



SOFT SKILLS

Leadership ■ ■ ■ ■ ■

Visionary ■ ■ ■ ■ ■

Analytical Problem Solving ■ ■ ■ ■ ■

Business Ethics ■ ■ ■ ■ ■



TECHNICAL SKILLS

Advance MS-excel, VBA, SQL, MR, Power-BI, Tableau and PowerPoint Presentation



PROFILE SUMMARY

- **Strategic professional with nearly 18 years** of extensive exposure and learning in **Project Management, Operations Management, Process Excellence**, expertise in running successful method-oriented operations & taking initiatives for business excellence through continuous process improvement, training, transition and automation measures.
- **Conceptualized services strategies based on extensive analysis of service operations and market dynamics**; planning & executing customer life cycle management measures to arrest churn levels of customers
- **Consistent top performer with skills in building high performing teams** that excels in delivering business value with high morale & low attrition; leading, training and monitoring performance of the team members for maintaining excellence in the service operations.
- **Combined customer-focused mindset with strong analytical skills** to achieve timely delivery of high-quality leadership projects; contributed towards establishing governance & guidelines; **facilitated strategic growth and success of business practice communities.**
- **Instituted & executed high-level operational strategies**, making high-stakes decisions and overcoming complex business challenges using experience-backed judgment, strong work ethics and irreproachable integrity.
- **Identified & implemented strategies for building team effectiveness** by promoting a spirit of cooperation between team members.
- **Insightful professional with notable success in achieving business growth** by identifying new opportunities and maximizing competitive strength for long-term success; expanded business & improved profitability of the company.
- **Visionary professional with skills that reflects year-on-year success** in achieving business growth objectives, optimizing the entire value chain of business, ensuring the attainment of the targeted top & bottom-line.



PROFESSIONAL EXPERIENCE

Mar'08 – Till Now | Senior Associate | Publicis Sapient, Gurgaon

Responsibilities:

- Assessing need and preparing business processes for the organization; executing data analysis and interpretation for research and business activities and presentation of the same.
- Managing project requests from clients as the primary point of contact, ensuring clear understanding of task requirements and effectively delegating tasks to the appropriate teams across global location.
- Monitoring projects from inception to delivery, meeting client expectations; planning the resources for the projects based on priority to support the projects cross functionally.
- Leading to business intelligence design and development of interactive dashboard and scorecards.
- Working on preparation of MIS reports and also managing the monthly, weekly & daily report creation through in-depth analysis and producing the actionable information.
- Analyzing BAU reports and studied trends for better productivity; managed team attrition, shrinkage, and other related aspects.
- Monitoring the implementation of MIS processes and evaluating their effectiveness.
- Creating Dashboards daily, weekly and monthly and presenting it to the concerned department.
- Formulating company performance reports and analyzing them as per company prospect.
- Creating and sustaining a dynamic environment that fosters the development opportunities and motivates the high performance amongst the team members as well as organizing team meetings.



EDUCATION

- **2015:** Master of Business Administration in IT from Guru Gobind Singh Indraprastha University, Dwarka, New Delhi.
- **2003:** Bachelor of Information Technology and Management from Utkal University, Orissa

Highlights:

- Won GEM Award in October 2012
- Awarded as Top Performer Capacity Operation and Reporting and Analytical for Q4-2014.
- Got an Award of Top Performer Capacity Operation and Reporting and Analytical for Q4-2016.
- Successfully completed Job rotation program (JRP).
- Streamlined the reports set the process and ad hoc request (Reports and some other activities).

Duration	2019 Q 2	Q4-2016	Q2-2015	Q1-2015	Q2-2014	Q3-2013	Q4-2012	Q3-2012
Award	Recognition	Client Impact	Recognition	Recognition	Core Value: CFD	Recognition	Recognition	Core Value: CFD



CERTIFICATION

2023: Received certification on completing executive education programme titled lean operations management & six sigma conducted by IIM Rohtak.



PREVIOUS EXPERIENCE

Apr'07 – Mar'08 | Senior MIS Officer | Bharti Airtel Services Ltd., Okhla, Phase-III, New Delhi

Responsibilities:

- Actively devised daily & weekly Network Element Utilization Report.
- Played a pivotal role in interfacing with all the four departments (System Eng., Fault, Provisioning and NS) related with daily activity.
- Successfully provided backup server NMS (BG40, XDM-2k & 100 and Ulan) and Nortel (Btln-1, Btln-2 and GGN) along with scheduling of staff shift.

Apr'06 – Mar'07 | MIS Executive | LG Electronic India Pvt. Ltd., Greater Noida

- Developed the sales report and sales performance report of concern authority throughout the country viz.
- Successfully import data from ERP Software and Convert Data into Desire Format.
- Prepared Daily Sales Report (Product Wise, Area Wise and Zone Wise) and Reports for Product Group Head and Branch Group Head Achievements, Growth and Ranking.
- Published Branch Manager and Regional Manager Sales Performance.
- Efficiently oversaw the registration of Trade Partner in ERP Software: Entering detail of trade partner in ERP Software after checking all the original document of trade partner and took approval from the concern higher authority.
- **Diligently involved in formulating PowerPoint Presentations viz.:**
 - Branch Manager meeting (sales analysis report, performance of BM and rank of BM).
 - Regional Manager meeting (sales contribution, growth rate and rank).
 - Sales growth rate (quantity & value respect) product wise, area wise and zone wise.



PERSONAL DETAILS

Date of Birth: 1st July 1980

Languages: English, Hindi