



REMYA SARAH JOSEPH

Head of Operations

WORK EXPERIENCE

HEAD OF OPERATIONS - SOUTH EAST ASIA

Lemnisk India Pvt. Ltd. | Aug. 2023 to present

- Led and managed a team of Business analysts and Customer Success Managers, streamlining operations to enhance productivity, reduce costs, and improve quality and efficiency across all processes.
- Played a key role in defining and implementing the organization's strategic objectives, ensuring that operational plans align with broader business goals.
- Developing a strong, motivated, and skilled team by fostering a culture of collaboration, training, and performance management.
- Cultivated relationships with C-level executives, including CMOs, Heads of Digital Marketing, Analytics, and Innovation, fostering strategic partnerships that contributed to account growth.

TEAM LEAD & CSM

Lemnisk India Pvt. Ltd. | Aug. 2022 to July 2023

- Led and managed a team of Business analysts overseeing upscaling targets, retention, and customer satisfaction across various geographies.
- Strategically identified accounts requiring focused attention and devised successful strategies to improve account health.
- Conducted regular one-on-one sessions to guide team members' growth paths and career progression.
- Established a transparent and friendly team environment, enhancing overall productivity and morale.
- Successfully ensured high Onboarding Success Rate for new customers by overseeing seamless onboarding experiences.
- Led recruitment and training efforts, resulting in the integration of skilled team members.
- Managed customer expectations appropriately and keep projects on schedule and within scope.
- Ensured exceptional customer satisfaction by promptly addressing inquiries, concerns, and escalations, maintaining a 95% satisfaction rate and receiving commendation from clients for exceptional service.

SENIOR BUSINESS ANALYST

Lemnisk India Pvt. Ltd. | Sep. 2021 to Jul.2022

- Took the lead role in assisting with the business use cases, analyzing ROI, strategic planning and monitoring, gathering requirements, translating and simplifying customer requirements into BRD's, project management, creating dashboards for reporting, etc.
- Acted as a middle agent between Client/Customer success team and Product teams to successfully translate business requirements into product features.
- Developed technical solutions to business problems to advance the company's sales efforts, initiated with defining, analyzing & documenting requirements.
- On-boarded clients successfully after understanding their business architecture and facilitated the required integrations.

BUSINESS ANALYST

Lemnisk India Pvt. Ltd. | June. 2019 to Sep. 2021

- Formulated strategies to achieve client's requirements.
- Enabled Marketing Automation and managed digital engagement for global enterprises both in the Middle East as well as Indian market.
- Implemented and led delivery of client's business objectives by planning campaigns across channels.
- Built Plan of Action to assist stakeholders in data-driven decision making to achieve monthly targets resulting in 100% retention rate even with impact of the pandemic.

CONTACT

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Perceptive Head of Operations with 8+ years experience of driving successful business processes for BFSI, E-commerce & Retail companies across Middle East, US, South East Asia and India. Dedicated to maximizing impact of key performance metrics to enhance and expand business operations. Known for leveraging both macro and micro-scale analyses to generate holistic images of ongoing business operations for immediate actionability.

PROFESSIONAL SKILLS

- Data analysis
- Business Process Mapping
- Strategic Planning
- Strategic Consulting
- Project Management
- Software as a Service (SaaS)
- Microsoft Office (Excel, Power Point) - B2B Customer Experience
- Digital Marketing and Analytics
- Business Objectives Analysis
- Data Visualization and Reporting
- Integration Partnerships
- Customer Success
- Client Relationships

- Created periodic and Adhoc reports for efficient data reporting. Played key role in analyzing and presenting the account performance for the QBR meetings for clients in Dubai.
- Developed technical solutions to business problems to advance a company's sales efforts, initiated with defining, analyzing & documenting requirements.
- Developed customer relationships that promoted retention and loyalty, which helped in upsell services and products through customer experience.
- Increased product adoption amongst existing clients by upselling & cross selling our product capabilities and thereby not only retaining but also increasing the scope of work.

ASSISTANT MANAGER, MIS

SPAR | Jan. 2018 to Jun. 2019

- Managed a team to provide data and all promo related support.
- Formulated and generated periodic reports for the Business.
- Made and maintained trackers for the various campaigns as well as departments.
- Contributed to the business by carrying out various analysis on different metrics that assist stakeholders in decision making process.
- Coordinated with the departments to carry out various campaigns and promotions(ATL/BTL activities).
- Developed templates as well as methods to optimize work and increase efficiency of various teams.
- Lead Adhoc projects and coordinate with cross functional teams to accomplish the goals such as increasing the company revenue and margin.

PLANNING ANALYST

Target Corporation India Pvt. Ltd | May. 2016 to Jan. 2018

- Forecasted sales by studying the recent and long-term historical trends of the market as well as by anticipating any surge in sales due to an upcoming event/season.
- Managed promotional activities within Target such as ads and sampling.
- End to end item management for an entire category from setup to inventory management to out-strategy management for items both in stores and dot com channel.
- Generated solutions for various problems revolving around the forecasting technique, in order to make it more robust.
- Managed allocation of various items to different stores across US as per the demand as well as the performance of the particular stores.
- Responsible for number crunching in order to interpret and analyze precise, accurate and meaningful information from various data sources such as DB2 and SAS.
- Extracted and transformed large amount of data to perform various analysis like instock troubleshooting, weekly performance etc.
- Developed new methods in order to save time and reduce the workload as a part of critical thinking.
- Excellent communication and interpersonal skills which helped in coordinating with the team to complete various tasks.

EDUCATION

CHRIST UNIVERSITY INSTITUTE OF MANAGEMENT, BANGALORE

MBA in Marketing

2014-2016

TOCH INSTITUTE OF SCIENCE AND TECHNOLOGY, CUSAT, KOCHI

B.Tech in Electronics & Communication

2009-2013

ST. JOSEPH'S SCHOOL, ABU DHABI

Class XII | 2009

ST. JOSEPH'S SCHOOL, ABU DHABI

Class X | 2007