



# SUSHMA

## OPERATIONS MANAGER

### PROFILE

I'm an Operations Manager with over 5 years of experience, passionate about driving efficiency and productivity in organizations. I've had the opportunity to lead diverse teams and implement strategies that make a real difference. I love finding ways to improve processes and help my team succeed. Building strong relationships with clients and colleagues is something I value deeply. I'm excited about the prospect of bringing my skills and experience to a new, forward-thinking organization where I can contribute to meaningful growth and success.

### WORK EXPERIENCE



**InUnity LLP**  
Mangaluru, Karnataka

**Operations Manager** **June 2023 - Present**  
**Comedkares Innovation Hubs (Client)**

- Increased operational efficiency by 15% through strategic initiatives.
- Led a team of 40+ (facilitators, makerspace assistant, admins) across 10 centers in Karnataka improving performance by 15% through KPI monitoring.
- Enhanced client retention, boosting recurring business revenue by 10% year-over-year.
- Managed operational budgets, achieving a 10% cost reduction while maintaining resource efficiency and quality standards.

**Center Manager and Training Lead** **April 2021 - May 2023**

- Directed program operations for 3 institutions, resulting in 350+ student projects.
- Clarified team roles and responsibilities, increasing productivity by 15%.
- Developed training programs, raising employee satisfaction scores by 25%.
- Optimized resource allocation, reducing operational costs.
- Streamlined training schedules and logistics, eliminating conflicts and delays, and provided comprehensive reports to senior management.

### CONTACT

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- 📍 Mangalore, Karnataka, India

### EDUCATION

2024 - 2025 (CURRENTLY PURSUING)  
**INDIAN INSTITUTE OF MANAGEMENT, VISAKHAPATNAM**  
Certification program on Lean Operation Management & Six Sigma

2022 - 2023  
**TATA INSTITUTE OF SOCIAL SCIENCES**  
Certification program on Social entrepreneurship

2007 - 2011  
**SDM INSTITUTE OF TECHNOLOGY**  
Bachelor of Engineering (BE), Computer Engineering

### SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Microsoft excel
- Microsoft Power point

## LANGUAGES

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- English (Fluent)
- Hindi (Fluent)
- Kannada (Fluent)

## WORK EXPERIENCE

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**Sahyadri College of Engineering & Management,**  
Mangaluru, Karnataka (Client)

**Program In-charge and Mentor**  
**at Center for Social Innovation**

**Apr 2019 - March 2021**

- Designed and implemented a social innovation program for first-year engineering students, resulting in 120+ successful projects.
- Conducted facilitator training sessions, improving mentee skill proficiency.
- Coordinated with community stakeholders to ensure programs met community needs and organizational goals.

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### **Commnet Software Technologies**

Bangalore, Karnataka

**Software Testing Engineer**

**March 2013 - March 2016**

- Identifying and logging issues occurring during an application's run time
- Examining the logs carefully to identify issues and conducting a thorough analysis to determine their underlying causes
- Assisting in configuring the test environment, including software installations, information preparation and test data creation