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Project Manager

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Date of Birth:



Career Summary

Project Management Client Management Strategic Support Coaching and Mentoring Strategic Goal Setting Operations Management Sales Management Marketing Support HR Management Analytical & Negotiation Skills	<p>A strong Project Head, with a diversified experience covering operations management, production management, human administration and customer service. Possess strong work ethic and interpersonal skills paired with a proven career in resource management and leadership molded to suit varied business requirements.</p> <p>Skilled to manage manpower and lead business operations through a multi-cultural team. Comfortable with mentoring the next batch of promising managers and hone their skills as per industry standards.</p> <p>Core ability lies in project management and time-effective completion, assessment reviews and performance improvement. Ability to conceptualize means to ensure optimal resource utilization.</p>
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Core Strengths

Effective Manager: Manage client and customer relations, conceptualizing strategies and assessing team requirements and working

Client Relationship Development: Creative positive business relationships, initializing talks between customer and client, forging relationships that are beneficial.

Financial Management: Develop financial reports, Manage and delegate to issues pertaining financial reporting, quality resource and budget allocation.

Marketing: Delegate and manage marketing requirements, make decisions as per requirements, market according to situation demands.

Professional Contour

Project Manager

June 2014 - Current

City Star Employment Services (Samsung Call Center) – Dubai, UAE

Job Criteria:

- Managing a strong team of ten individuals and spearheading resource management to ensure cost effective direction.
- Managing the day to day requirements and building strong co-ordination between clients before implementation.
- Strategizing plans to meet and exceed targets with assurance on quality, conducting reviews on performance, sales and profits.
- Leading the team through constant review, motivation development and support along with periodic coaching.

Operations Manager

June 2007 – May 2014

Design Direct - India/London

Promoted to the position 'Operations Manager' from 'Project Manager', 'Assistant Project Manager' and 'HR'.

Key Areas: Operations Management, Project Manager, HR, Manpower Management, and Marketing.

Job Criteria:

- Lead the production operations while ensuring effective control on the process and design.
- Responsible for the redesigning and remodeling of the business structure and overhaul

- Pooled ideas for better resource allocation as well as set up schedules and meetings for project-based entities.
- Lead financial and management meetings to discuss the impact and further emphasis improvement of the company.
- Reviewed employee performance, supervised work flow activity, and ensured adherence to quality standards and corporate policies.
- Collaborated with project managers and other personnel in ensuring dedicated delivery of projects through an effective cycle encompassing resource review, estimation, manpower allocation, design, production and delivery.
- Spearheaded vital marketing and HR-related initiatives.

Past Experience in UAE

Sr. Customer Care Executive Sutherland Global Technologies, Kochi, India <i>Key Tasks: Attending important inbound calls and retaining and improving customer satisfaction. Had to sell newer products creatively and understand customer requirements.</i>	Aug 2006 - May 2007
Customer Care Executive Accenture Services, Bengaluru, India. <i>Key Tasks: Locate Third Party Insurers and reporting accidents as well as conduct customer care calls to explain positions on claims made.</i>	Mar 2005 - April 2006
Administrative Executive Bakelite Hylam Pvt. Ltd. <i>Key Tasks: Responsible for slip preparation and head office outstanding reporting. This, along with following up with outstanding payments from dealers.</i>	Oct 2000 - Oct 2001

Educational Background

PG Diploma in Business Management, Crown International College, London	2010-2011
B.Sc in Mathematics, Computer Science and Statistics, Mangalore University	1995-1998
Advanced Diploma in network-centered Computing, NIIT, Mangalore, India	1998-1999

Personal Details

Marital Status	:	
Languages	:	English, Malayalam and Hindi
Nationality	:	Indian
Driving License	:	
References	:	Shared upon request