

SAURABH SHARMA

To leverage strategic **operations leadership and process optimization expertise** to drive significant growth and efficiency in a dynamic organization contributing to enhanced customer experience and achieving key business objectives. Seeking a challenging **operations management role to utilize experience in high-performance team development and data-driven analysis** to streamline operations, foster growth, and enhance customer loyalty.

Phone: +91 9557437978
E-Mail: sharma.saurabh51094@gmail.com
Location Preference: Delhi,NCR

Profile Summary

- Results-driven **Operations Manager** with a proven track record of **optimizing processes and enhancing customer satisfaction in EdTech and CSR sectors.**
- Expertise in **leading and developing high-performing teams**, fostering collaborative environments and driving operational efficiency.
- Strategic thinker with a focus on **data-driven decision-making, utilizing KPIs and analytics** to achieve measurable improvements.
- Proficient in stakeholder **engagement and communication, ensuring alignment** with organizational goals and enhancing overall engagement.
- Demonstrated ability to **manage budgets and resources effectively**, optimizing operational expenditures while maintaining high service quality.
- Skilled in process **improvement and implementation of SOPs**, streamlining workflows and reducing operational inefficiencies.
- Proven ability to enhance **customer experience and loyalty, resulting in significant improvements** in customer satisfaction metrics.
- Experience in managing **global operations, catering to diverse markets and ensuring seamless service delivery.**
- Adept at **project execution and coordination**, delivering projects on time and within budget.

Core Competencies

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|-------------------------------------|---------------------------------------------|--------------------------------------|
| • Strategic Operations Leadership | • Customer Experience & Loyalty Enhancement | • Relationship Building & Management |
| • Efficiency & Process Optimization | • Strategic Stakeholder Engagement | • Project Execution & Coordination |
| • High-Performance Team Development | • Data-Driven Performance Analysis | • Customer Advocacy |

Awards

- Recognized with the "Most Valuable Person" award in both 2023 and 2024, acknowledging sustained exceptional performance.**

Certification

- Java Socket Programming Training, IIT-Roorkee, 2018**

Organizational Experience

Codeyoung EdTech, Bangalore, Karnataka
Operations Manager | April 2021 – Present

- Leading a dynamic team of 150 mentors and orchestrating over 1500 online classes, ensuring seamless operational delivery for a diverse global student base spanning the US, UK, Australia, and the UAE, with a focus on coding and technical skills.
- Enhancing customer satisfaction by providing personalized mentorship to students and parents, proactively resolving concerns to cultivate a positive learning environment.
- Significantly reducing customer churn by 25% and accelerating service issue resolution turnaround time by 70% through strategic management of escalated service issues and implementation of effective problem-solving techniques.
- Streamlining operational processes by implementing standardized operating procedures (SOPs) and key performance indicators (KPIs), resulting in a dramatic reduction in daily teacher queries from 60% to 12%, thereby optimizing resource allocation.
- Elevating the Net Promoter Score (NPS) from 50% to 85% by championing quality initiatives and prioritizing customer retention strategies.

- Developing and maintaining comprehensive performance dashboards and monthly ratings, utilizing CSV data uploads to provide insightful analytics and drive data-informed decision-making.
 - Conducting weekly orientation sessions, policy update briefings, and mentor chat support training programs to ensure team alignment, operational consistency, and adherence to best practices.
 - Managing and developing a 12-member chat support team, fostering a collaborative and efficient support environment.
 - Managing stakeholder communications to achieve proper goal alignment and improved engagement.
- Confirm Value Addition Points:**
- Developing and implementing operational strategies aligned with global expansion goals, ensuring efficient online learning delivery.
 - Optimizing operational processes with SOPs and KPIs, reducing service issue resolution time and teacher queries.
 - Leading and mentoring teams, providing resources and training for high performance.
 - Monitoring operational expenditures, ensuring cost-effective resource allocation and service quality.

SRF Foundation, Dehradun, Uttarakhand
Project Associate | July 2019 - December 2020

- Managed a comprehensive Corporate Social Responsibility (CSR) project for Indigo Airlines, delivering foundational computer literacy training to underprivileged children, thereby bridging the digital divide.
- Coordinated effectively with government school principals to maximize beneficiary reach and ensure efficient program implementation, contributing to broader community impact.
- Spearheaded and executed initiatives focused on environmental sustainability, plastic waste reduction, and cleanliness, demonstrating a commitment to social mitigation.

Technical Skills

- SOP Development, KPI Management, Process Automation, Exception Management, Microsoft Excel, Google Sheets, Freshdesk, Freshchat, Microsoft Power BI, SQL.

Education

B-Tech (CSE), THDC Institute of Hydropower Engineering and Technology | 2016-2019
Polytechnic Diploma (CSE), Govt. Polytechnic Rudraprayag | 2013-2016.

Personal Details

Date of Birth: 5th October 1994
Languages Known: English, Hindi