



DIVYANSHU SRIVASTAVA

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Date of Birth : 28/10/1995
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A result-oriented professional with nearly 8 years of experience; targeting assignments in Operations Management / Sales with an organization of repute.

SUMMARY

- Seasoned Manager with over 7 years of experience in Administration, Operations, Business Development, Key Account Management, and Government Liaison.
- Demonstrated ability in managing service delivery operations, winning new business, defining SLAs, and contract management.
- Skilled in developing critical-to-quality service standards and KPIs for attrition control and performance excellence.
- Expertise in improving operations, driving business growth, and maximizing profits through finance management and productivity improvements.
- Excellence in ensuring operational processes meet TAT, accuracy, and compliance standards.
- Recognized for building strong cross-functional teams and nurturing key client relationships across various sectors.

CORE COMPETENCIES

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|--------------------------|----------------------------------|---------------------------------|
| • General Administration | • Leadership & Team Management | • Tender Management |
| • Operations Management | • Strategic Planning & Execution | • Escalation Management |
| • Sales Management | • Client Relations Acquisition | • Cross-functional Coordination |
| • Business Development | • Process Improvement | • Reconciliation Process |
| • Key Account Management | • Key Account Management | • Profit & Loss Management |
| • Liaison & Coordination | • Contract Negotiation | • Reporting & Documentation |
| • Labour relation | • Vendor Management | • SLA Management |

WORK EXPERIENCE

Operations Manager

Aug 2018 to May 2024

Vajra Security Solutions Private Limited, Gurugram.

- Implementing & maintaining operational excellence which drives client satisfaction, revenue growth & retention.
- Supervising the daily operations of more than 350 employees spread across 50 sites in the Delhi-National Capital Region. Monitoring performance through site supervisors.
- Conducted client meetings, resolved operational issues, and maintained high-quality service delivery.
- Identifying, investigating, and resolving security and Facility Management breaches, acting as the primary liaison for key accounts to ensure optimal client satisfaction.
- Developed security protocols for specialized and high-risk events. Previously managed security operations for significant gatherings, including the Election of the Bar Council of Delhi at Delhi High Court, the Pulsar Festival of Speed in Sector 29 Gurugram, and the Annual youth festival "Udaan Utsav" at Delhi University.
- Conceptualizing and implementing strategies with a view to penetrate new accounts & expand existing ones.
- Reviewing tender documents and the scope of work, preparing presentations, and submitting bids.

- Coordinating with the Accounts and HR departments for tasks such as timely payment recovery, invoice processing, attendance management, employee document maintenance, and police verification.
- Engaging in close collaboration with marketing teams to develop tailored promotional campaigns and increase sales.
- Engaging in proactive prospecting, networking, and lead-generation activities to identify new business opportunities.
- Crafting and delivering quotations, sales presentations, proposals, and pitches to prospective clients.
- Conducting negotiations for contracts and agreements with clients, ensuring favorable terms and conditions.
- Liaison with public law enforcement, police departments, fire departments, and other organizations
- Monitoring security policies, programs, or procedures to ensure compliance with internal security policies and government requirements.
- Drafting or reviewing security-related documents, including incident reports, proposals, and strategic initiatives.
- Conducting interviews and recruiting personnel in alignment with client specifications.

Assistant Manager Operations

Sep 2016 to July 2018

VSS Security Solutions Private Limited, Delhi.

- Managed operations for multiple sites in Delhi and Gurugram, overseeing a team of 200+ personnel and ensuring compliance with company policies and procedures.
- Developed and implemented security protocols and procedures to mitigate risks and ensure the safety and security of personnel and assets.
- Conducted regular audits and inspections to assess operational performance and identify areas for improvement.
- Collaborated with clients to understand their needs and requirements, address any issues or concerns, and ensure alignment with service-level agreements.

EDUCATION

Bachelor of Computer Applications: Business Management, Computer Applications

August 2013 - June 2016 from Institute of Management Studies (IMS) at Ghaziabad.

Completed a Bachelor of Computer Applications degree from Ch. Charan Singh University, Meerut, where I gained a solid foundation in principles of management, business ethics, business communications, computer fundamentals, and office automation.

Higher Secondary Certificate June 2010 - May 2012

Rotary Public School at Gurugram.

Affiliated to CBSE, New Delhi

Secondary School Certificate | May 2010

St. Patrick's School Sr. Sec. school at Jaunpur.

Affiliated to CBSE, New Delhi

LANGUAGE KNOWN

English & Hindi

TECHNICAL SKILLS

MS Office (Word, Excel, & PowerPoint)