

GLEN JAMES RODRIGUES

QUALITY ANALYST

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SUMMARY

Experienced operations and quality assurance professional with 15+ years of demonstrated expertise across logistics, audits, team leadership, and customer engagement. Proven success in streamlining processes, driving operational efficiency, and ensuring adherence to quality standards. Known for strong people management, analytical thinking, and a commitment to delivering outstanding customer experiences.

PROFESSIONAL EXPERIENCE

Quality Auditor

Jul 2020 – Jan 2025

Flipkart Internet Pvt. Ltd. – Kerala, India

- Led audits and quality evaluations for operational hubs in Central Kerala
- Developed assessment frameworks to improve logistics efficiency
- Oversaw compliance with fleet and manpower usage standards
- Identified and implemented improvements in cost and delivery timelines

Operations Manager – LM Center

Oct 2014 – Jul 2020

Flipkart Internet Pvt. Ltd. – Kerala, India

- Directed daily operations across delivery networks
- Monitored route optimization, staff schedules, and service KPIs
- Solved escalations and improved team productivity and customer satisfaction
- Led new process rollouts and system improvements

Restaurant Manager

Jan 2008 – Jan 2013

Sitar Group of Restaurants – Australia

- Managed restaurant inventory, staff rosters, and daily operations
- Resolved customer issues and ensured exceptional service standards
- Handled reservations, procurement, and team training

Freelance Singer (Part-Time)

Jan 2006 – Present

Self-employed – Ernakulam & UAE

- Performed across genres including classic, rock, pop, folk, country, reggae, hip pop for live events
- Collaborated with creative teams to enhance musical storytelling and audience connection
- Led musical promotions and toured with independent bands
- Applied vocal techniques in harmony, rhythm, and melody for engaging performances

CORE SKILLS

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|--------------------------------------|---|
| • Quality Auditing & Compliance | • Data Analysis & Problem Solving |
| • Operational & Process Improvement | • Cost Control & Resource Optimization |
| • People Management & Team Building | • Communication & Leadership |
| • Logistics & Delivery Operations | • Training & New Project Implementation |
| • Customer Satisfaction & Engagement | |

EDUCATION

Diploma in Accounting

2009

Queensland Institute of TAFE, Australia

Bachelor of Business Administration (BBA)

2006

Siena college of Professional Studies

LANGUAGES

- English: C2 – Proficient
- Malayalam: C2 – Proficient
- Hindi: C1 – Advanced
- Tamil: B1 – Intermediate

TECHNICAL & SOFT SKILLS

- Quality & Compliance Audit
- New Process Implementation
- Customer Delight & “WOW” Moments
- Microsoft Office & Reporting Tools
- Cross-functional Team Leadership
- Patient-focused with a compassionate approach
- Adaptable and works well under pressure
- Committed to continuous professional development

HOBBIES & INTERESTS

- Singing & Music Composition
- Guitar Playing & Ukulele
- Adventure Trekking
- Travelling