

Namrata Hande

Operations Manager.

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Skills

- Certified Internal Auditor.
- Leadership and Team Management.
- Strategic Planning.
- Financial Acumen.
- Process Improvement.
- Analytical and problem solving.
- Communication.
- Quotations
- Regulatory Compliance.
- Purchase order.
- Quality control Documentations .
- Invoicing
- Business forecasting.
- Audit Methodology
- Technological Proficiency.
- Internal Audit Process Documentation.
- Team Handling

Certifications

Integrated Quality (ISO 9001:2015)
Environmental (ISO 14001:2015) & Health and
Safety (ISO 45001:2018) Management Systems

Education

Bachelor of Commerce (Account and Finance)

Grade: A

Year: June 2024

Summary

- Accomplished Operation Manager with the experience of over 6.5 years in Supply Chain Management, FMCG, Distribution, Client Communication, Purchase and Sales, Office Administration, Quality control, Coordinator for Retail as well as Wholesale Market
- Direct interaction with the supplier and buyer for the completion of operation activity.
- Proficient in making quotations, quality-related documentation, team communication, and invoices to complete work.
- Experience in distribution operations and retail and wholesale markets.
- As an operations manager, I worked closely with all SKUs of the top FMCG companies, i.e. HCCB, TCl, Bisleri, Adani Wilmar (fortune), Winkies, First cry (Babyhug), Inbisco Mayora India (Malkist & Kopiko).
- Client visits for business expansion
- Internal Auditing.
- Internal Team Handling and managing ongoing operation.
- Team work and Training.
- Inventory management, team-handling, budgeting, forecasting, and audit-related documentation.
- Quality assurance documentation preparation.

Employment Summary

Last Employer: SGS India Pvt Ltd

Duration: November 2022 – July 2024

Designation: Executive

Location: Mumbai, India

Role: Managing daily Operations, Internal Auditing, Quality Control, Compliance, Business Operations, Invoicing, Client Communication. Problem solving & decision making.

Previous Employment Details

Organization	Designation	Duration
Pooja Enterprises	Operations Manager	July'2018 – October'2022
SGS India Pvt.	Executive	Nov- 2022- July 2024

Achievements

Pooja Enterprises- Women of Inspiration Award (for successfully completing the launch of new products (PULSES, SPICES OF TATA SAMPANNA) in the market through solely woman-handled operations

Personal Details.

Date of Birth: 26th September 1996

Languages: English and Hindi, Marathi

Address: Al Bateen, Abu Dhabi, UAE

Marital Status: Single

Passport Details

Nationality: Indian

Passport Number: Z7776170

Expiry: 05-03-2034

Work Experience

- Internal Auditing
- Internal team handling and managing ongoing operation
- Quality Assurance document preparation.
- Reviewing & Managing ongoing operations
- Actively Indulged in invoicing and client communication.
- Managing Stakeholders and Suggesting new ideas as solutions to increase productivity making sure business continuity.
- Change Request Management and Impact Analysis.
- Customer feedback.
- Conducting study of competitions & Analysis of new trends in the market.
- Worked for Top leading retails chain- WALMART.
- Working as a coordinator between team for managing operations and back end team.
- Playing important role in business operation (from beginning to end point of operation)
- Team work and trainings.
- I multitask and gained experience handling multiple clients at a time.
- Extensive work experience in purchasing, business forecasting, team handling, decision-making, and work management
- Direct communication with clients, suppliers, and retailers for smooth operation.
- Client visits for business expansion and rate bargaining for client retention.
- Managing stakeholders and suggesting new ideas as solutions to increase productivity, making sure business.
- Conducting training programs for the upgrading of team members.
- Root cause analysis.
- Quality control-related work.
- Preparation and review of business forecasts for planning and organizing business plans.
- Conducting studies of competitions and analyzing new trends in the
- Full coverage of the wholesale and retail markets and cost-cutting.
- Inventory management, team handling, budgeting, forecasting, and audit-related documentation.