



SANDHYA NATARAJ

PROFESSIONAL SUMMARY

Reliable and driven professional with proven ability to manage teams and streamline operations within various business environments.

Demonstrates strong leadership and strategic planning skills, combined with exceptional communication and problem-solving abilities. Ready to make significant impact in professional role.

WORK HISTORY

Branch Head

06/2019 – 09/2024

Hitachi Cash Management Service Pvt Ltd – Kochi, India

Strategic (Collaborative role)

- Provide inputs to the management for strategy and manage effective execution of the same
- Understand the market trends and provide inputs to the management on WSG value proposition and offerings to prospective clients
- Drives & encourages performance-oriented culture in the branch towards achievement of strategic goals.

Financial (Direct ownership)

- Manage operations cost related to branch; prepare and share periodic cost MIS for the branch with respective stakeholders.

Business development (Contributory role)

- Participate in conducting feasibility study and identifying potential business prospects along with the Business Development team
- Coordinate with BD & Sales team for resolving service delivery related challenges and queries

Operational (Direct ownership)

- Monitor and execute seamless end-to-end operations on a daily basis ensuring compliance, safety & security protocols and exceeding customer expectation; report in case of shortages to stakeholders.
- Track, analyses and report MIS on a regular basis – provide updates during branch reviews.
- Ensure that all route related resources are ready for route dispatch.
- Ensure route mapping is updated and coordinate with the Network Planning team for suggesting route restructuring, in case of added/deleted RGP's or to increase efficiency of route operation.
- Ensure prioritization and resolution of escalated FLM calls within TAT and receive minimal penalties.
- Monitor performance of the branch on a regular basis and take decisions in the interest of the branch's performance in consultation with management.
- Coordinate with Recon team for investigation of shortages and justification of ops related penalties.
- Adherence to audit compliance and implementation of changes suggested.

CONTACT

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🌐 [Sandhya Nataraj](#)

SKILLS

- Client Management
- Good team player
- Strong decision maker
- Complex problem solver
- Proactive and willingness to take initiatives
- Adaptive & Flexible
- Leadership quality
- Hard worker & quick learner
- Good interpersonal & communication skills
- Resource allocation

LINGUISTICS

- English – Proficient
- Malayalam – Native
- Tamil – Fluent
- Hindi - Elementary

- Ensure the discrepancies found in CIT cash processing are resolved as per SLA within TAT, with support from KAM.
- Liaise with local regulatory authorities for fulfilling statutory requirements related to branch.

Customer (Direct ownership)

- Maintain good relationships with the clients in the branch
- Ensure compliance and adherence to agreed SLAs with clients
- Participate in customer review meeting (retail/MSP) on case-to-case basis with sales team on service delivery satisfaction, SLA fulfilment and unjustified penalties.

Human Resource (Collaborative Role)

- Coordinate with HR and ensure on fulfilment of benefit policies for the employees
- Recruitment of own team
- Updating and designing companies' policy
- Resolve conflicts
- Planning Employee engagement activities as per Organization's policies
- Employee retention, appraisals and promotions.
- Training and development of operation related activities
- Managing business partners
- Maintaining a work environment

Inventory Analyst **Team Thai, Kozhikode, Kerala**

03/2018 – 03/2019

- Preparation of regular inventory reports detailing inventory counts, discrepancies, and other statistical data
- Order Processing
- Analyse data for improved inventory control and management
- Analyse and manage inventory to avoid low stock and over stock
- Analyse and validate the order given by the branches
- Develop effective stock level
- Analyse fund flow of child branches and consolidate data to prepare financial reports

Logistics Coordinator **TransEarth Logistics**

02/2017 – 02/2018

- Client Management.
- Vendor Management
- Vehicle Assigning
- Vehicle Scheduling
- Vehicle Routing

EDUCATION

Master Of Business Administration (MBA): Logistics & Supply Chain Management
Vels University – Chennai, India

01/2015 – 01/2017

Bachelor of Commerce: Computer Applications
Don Bosco College – Thrissur, India

01/2013 – 01/2015