

Amarjeet Kaur Bhambra

Senior Operations Executive

Contact

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Skills

- Leadership
- People Management
- Process Management
- Project Management
- Risk management
- Statergic Thinking
- Strong Communication

Certifications

- Project Management Certification (Oct 2022)
- Six Sigma Principles (Dec 2022)

Profile

A proficient and result driven operations leader able to give timely and accurate advice, guidance, support and training to team members and individuals with 8 years of practical experience. Self-motivated to consistently provide excellent results in line with stringent targets and deadlines.

Experience

Lead School | Senior Operations Executive

Nov 2021 – Present

- Demonstrated strong leadership skills by effectively managing and motivating a team of 25 members to achieve the targets.
- Implemented strategies to improve team performance, resulting in specific measurable outcomes, such as increased productivity or efficiency.
- Fostered a positive and collaborative team culture, encouraging open communication and idea-sharing among team members.
- Conducted regular performance evaluations and provided constructive feedback to team members to support their professional growth and development.
- Successfully resolved conflicts and addressed any challenges that arose within the team, ensuring a harmonious working environment.
- Collaborated with cross-functional teams and stakeholders to drive successful project outcomes and deliver exceptional results.
- Developed and implemented process improvements that enhanced operational efficiency and streamlined workflows.
- Demonstrated excellent communication skills by effectively conveying information, expectations, and goals to team members and stakeholders.
- Proactively identified opportunities for growth and development within the team, and provided training and mentorship to support individual and team success.
- Successfully reduced costs by renegotiating contracts or implemented a vendor performance evaluation system that improved efficiency

RULOANS DISTRIBUTION SERVICES | Relationship Manager

Apr 2021– Nov 2021

- Committed to resolving 100% customer issues raised on social media quickly and effectively
- Developed Facebook, LinkedIn and twitter marketing campaigns to drive brand awareness, effectively increasing followers by 1,000+
- Supervising the team of 15 associated in Toll free department

OFA FIINFRA I Relationship Manager

Apr 2019 – Oct 2020

- Accumulates for demonstration of IFA, either offline or online
- Created and delivered presentation to decision makers, leading to a 20% improvement over expected lead conversion
- Executed on outbound calling strategy to warm leads, leading to the close rated of 30%, which exceeded expectation by 45%

OPTIMUM FINANCIAL SOLUTIONS I Relationship Manager

Jul 2017– Mar 2019

- Trained new co-workers and also handled a 16 member team and getting issues (tickets) resolved
- Motivated the team to achieve the 100% of desired targets
- Worked independently while being a team player in a fast-paced collections environment and meet monthly quality and productivity requirements

ANGEL BROKING I Quality Trainee

Dec 2014 – Aug 2015

- Delivered the targets of completing at least 71 calls per day and maintain their in-time
- Attended inbound and made outbound call, and respond to customer requests within established timelines in order to maintain service level expectations and deliver quality service to customers

Awards

2023 Team of the Month (Lead School)

- In recognition for being the cause of taking ownership and securing the desired outcomes.

2020 Star Performer Award Quarter (OFA FIINFRA)

- In recognition for achieving 125% of quarterly target

2018 Achievers Award for CSR Department (Optimum)

- In recognition for ranking 1st in the examination

Education

Tolani College of Commerce : Bachelors in Banking and Insurance

2011 – 2014